

Kofax Transformation Modules 4.5 Service Pack 1 Notes

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These Kofax Transformation Modules 4.5 Service Pack 1 Notes contain important information about installing the service pack and resolved problems not included in other Kofax Transformation Modules documentation. Please read these notes carefully before you install or use this product.

Kofax Transformation Modules 4.5 Service Pack 1 is a cumulative package and contains features and problem resolutions provided for all Kofax Transformation Modules 4.5 patches previous to this service pack.

Resolved Problems

The following problems have been resolved in Kofax Transformation Modules 4.5 Service Pack 1.

Trainable Document Separation Fails to Separate Batch When Images are Rotated by 270°

Trainable Document Separation fails if a batch contains images that were rotated by 270°.

This problem has been resolved. (SPR00058318)

Trainable Document Separation and Statistics

When Trainable Document Separation is used and extraction is performed in a second Server instance the statistical data is lost after Server 2 processing.

This problem has been resolved. (SPR00066935)

Advanced Zone Locator - Recognition of Graphical Anchors Enhancement

For a specific test set for forms, the recognition of graphical anchors had no sufficient results.

This problem has been resolved and the recognition rate was increased for graphical anchors. (SPR00068501)

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Misleading Error Message Changed for Abby FineReader Failure

A misleading error message, “Catastrophic failure,” was displayed when you performed OCR on some images.

This problem has been resolved by displaying the Abby FineReader error message. In most cases the OCR is performed correctly, if you clear the “Matrix” option from the FineReader OCR properties, or if you rescan the image. (SPR00057761)

Incorrect Error Message for Missing Training Documents

If you train a project twice, for which a training document is not accessible (due to a missing or corrupted file), a wrong error message, “The image classifier does not support images with less than 96 DPI.” is displayed.

This problem has been resolved by trying to reload the missing document and if needed, displaying a correct error message. (SPR00053183)

Displaying Tab Details For a Validation Form Causes Immense Transition Time

If you display tab details for a validation form, it may take a long time to navigate from one field to another as the number of valid and invalid fields are updated.

This problem has been resolved by improving the code to update the number of remaining valid or invalid fields. (SPR00082902)

Document Review - Changed Class Not Retained When Overriding a Problem

If you changed the classification result for a document and then hit CTRL+V in order to override a problem, the changed class was not retained.

This problem has been resolved by automatically confirming the class before overriding a problem so that the operator does not have to enter any additional key strokes to retain the class. (SPR00066010)

Known Problems

WinWrap Basic Script Engine - Low-level Instructions

The WinWrap Basic script engine allows implementing low-level instructions, such as **Sendkey**. The usage of those instructions in a script is not supported for Kofax Transformation Modules 4.5 Service Pack 1, as these can cause unpredictable behavior during processing. (SPR00064852)

Scripting - BeforeFieldGetFocus Event Occurrence

The BeforeFieldGetFocus event is fired only if the operator validates a field by pressing ENTER, but is not fired if the operator navigates from one field to another by pressing the TAB or ARROW key. (SPR00058031)

Kofax Capture 9.0 Service Pack 1 Features

The following sections describe Kofax Capture 9.0 Service Pack 1 features that Kofax Transformation Modules 4.5 Service Pack 1 does **not** support.

Batch Class Update

Changes made to the Kofax Transformation project take effect for batches that are newly created after the batch class is published in Kofax Capture Administration, but not for currently-processed batches for which

“Update Batch Class” is selected in Kofax Capture Batch Manager. Kofax Transformation Modules 5.0 and later versions support Batch Class Update.

Document and Folder Routing

You cannot restructure any batches with Kofax Transformation Modules 4.5 Service Pack 1 using Kofax Capture document or folder routing functionality. Document routing is supported by Kofax Transformation Modules 5.0 and later versions, and folder routing will be supported by Kofax Transformation Modules 5.5.

Installing Kofax Transformation Modules 4.5 Service Pack 1

This section provides information for installing the Kofax Transformation Modules 4.5 Service Pack 1.

Supported Operating Systems and Environments

Kofax offers technical support of the following operating systems:

- Windows XP Professional with Service Pack 3
- Windows Server 2003 Standard Edition with Service Pack 2
- Windows Server 2003 Enterprise Edition with Service Pack 2
- Windows Server 2003 Datacenter Edition with Service Pack 2
- Windows Server 2003 Standard Edition R2 with Service Pack 2
- Windows Server 2003 Enterprise Edition R2 with Service Pack 2
- Windows Server 2003 Datacenter Edition R2 with Service Pack 2
- Windows Server 2008 Standard Edition
- Windows Server 2008 Enterprise Edition
- Windows Server 2008 Datacenter Edition
- Windows Server 2008 Standard Edition with Service Pack 2
- Windows Server 2008 Enterprise Edition with Service Pack 2
- Windows Server 2008 Datacenter Edition with Service Pack 2
- Windows Vista Business Edition with Service Pack 1
- Windows Vista Enterprise Edition with Service Pack 1
- Windows Vista Business Edition with Service Pack 2
- Windows Vista Enterprise Edition with Service Pack 2
- Windows 7 Professional
- Windows 7 Enterprise
- Windows 7 Ultimate

Supported Localized Operating Systems

Kofax offers technical support operating systems listed above for the following languages:

- Brazilian Portuguese
- Czech
- English
- French
- German
- Italian

- Japanese
- Russian
- Simplified Chinese
- Spanish
- Swedish

Supported Operating Systems for the Production Modules

The Kofax Transformation production modules (Server, Knowledge Base Learning Server, Validation, Document Review, Correction, Verification, and the Synchronization) are also supported on the 64-bit versions of all the Microsoft Windows operating systems listed above. An exception is Windows XP, for which only Windows XP Professional x64 Edition with Service Pack 2 is supported given that Microsoft has terminated mainstream support.

Certified Versions of Kofax Capture

Kofax Transformation Modules 4.5 Service Pack 1 is certified with the following versions:

- Ascent Capture 7.5 SP7
- Kofax Capture 8.0 SP5
- Kofax Capture 9.0 SP1

Certified Versions of MarkView Financial Suite

Kofax Transformation Modules 4.5 Service Pack 1 is certified with the following versions:

- MarkView Financial Suite 6.5

Certified Environments

The Kofax Transformation Modules - Validation module is certified to run on Citrix Presentation Server when used with Ascent Capture version 7.5 and Kofax Capture version 8.0 and later. Citrix Presentation Server 4.5 requires Windows Server 2003 Service Pack 2.

Kofax Transformation Modules 4.5 Service Pack 1 is certified to run on VMware ESX Server version 3.5 and VMware Server version 2.0.

Note DirectX cannot be initialized when running the Result Matrix in a VMware environment.

Certified Remote Access Environments

The Kofax Transformation Modules user interactive modules (Correction, Document Review, Validation, and Verification) are certified to use the following remote access environment:

- Citrix Presentation Server 4.5

Software Prerequisites

Kofax Transformation Modules requires the following software to be installed:

- Runtime libraries for Visual C++ VS2008SP1
- Windows Installer 3.1
- Microsoft .NET Framework 3.5 SP1
- Crystal Reports Basic Runtime
- DirectX 9.0 c (April 2006) or later

All of these programs are included as part of the Kofax Transformation Modules 4.5 Service Pack 1.

Important Note About Kofax Transformation Modules 4.5 Service Pack 1

Kofax Transformation Modules 4.5 Service Pack 1 has been fully tested and certified with Kofax Transformation Modules 4.5 and Kofax Transformation Modules 4.5 Patch 6 and earlier patches. However, as with any Service Pack, we recommend that you install and test Kofax Transformation Modules 4.5 Service Pack 1 in a development environment first before applying it to your production environment.

Important Kofax recommends to uninstall any Kofax Transformation Modules 4.5 patch prior to the installation of the service pack.

Important Notes for Installing and Uninstalling Kofax Transformation Modules 4.5 Service Pack 1 and Kofax Transformation Modules 4.5 Language Packs

If you are installing Kofax Transformation Modules 4.5 Service Pack 1 and Kofax Transformation Modules 4.5 Language Packs you have to install any language pack after the installation of Kofax Transformation Modules 4.5 Service Pack 1.

If you have Kofax Transformation Modules 4.5 or Kofax Transformation Modules 4.5 Patch 6 (or an earlier patch version) and a Kofax Transformation Modules 4.5 Language Pack installed that is assigned as a language for the Kofax Transformation Modules, and you are upgrading to Kofax Transformation Modules 4.5 Service Pack 1 the restart of any module fails after the upgrade. You need to remove and then reinstall any language packs that may have been installed after installing the service pack.

If you are uninstalling Kofax Transformation Modules 4.5 Service Pack 1 and you have a Kofax Transformation Modules 4.5 Language Pack installed, the uninstallation of the service pack fails. You have to uninstall any language pack before uninstalling the service pack. After uninstalling the service pack, reinstall the language pack for use with Kofax Transformation Modules 4.5 or Kofax Transformation Modules 4.5 Patch 6 (or an earlier patched version).

Installation Procedures

To ensure successful installation of the service pack, do the following:

Prerequisites

- Be sure that you have full Windows administrative privileges.
- Verify that Kofax Capture and Kofax Transformation Modules 4.5 are installed before applying this service pack. If you do not have version 4.5 of Kofax Transformation Modules, you must upgrade to it.
- Uninstall any Kofax Transformation Modules 4.5 patch prior to the installation of the service pack.
- Close all Kofax Transformation Modules applications and services.

► To install Kofax Transformation Modules 4.5 Service Pack 1

- 1 Download the Kofax Transformation Modules 4.5 Service Pack 1 from the Kofax Web site at www.kofax.com.
- 2 Run the executable file to install Kofax Transformation Modules 4.5 Service Pack 1.
- 3 When you are notified that the installation process has been successfully completed, click OK to clear the confirmation message.
- 4 These instructions must be applied to each client and/or standalone workstation running Kofax Transformation Modules.

For an advanced installation, use KTM45SP1.msp. You also can enable a detailed log as a diagnostic tool from the command prompt.

► **To install Kofax Transformation Modules 4.5 Service Pack 1 from the command prompt**

- 1 Run the installation with the following command from the location where the downloaded .msp file is stored:

```
msiexec /update KTM45SP1.msp REINSTALL=ALL
```

- 2 Use the /L switch to enable logging. The following command generates verbose logging to C:\KTM45SP1.log:

```
/L*v C:\KTM45SP1.log
```

If you install Kofax Transformation Modules 4.5 Service Pack 1, or Kofax Transformation Modules 4.5, for Windows 7 and Windows 2008 R2 the software prerequisites are not installed correct, and therefore the Kofax Transformation Modules installation fails. Perform the following instructions to install Kofax Transformation Modules 4.5 Service Pack 1.

► **To install Kofax Transformation Modules 4.5 Service Pack 1 for Microsoft Windows 7 and Windows 2008 R2 operating systems**

- 1 Install the runtime libraries for Visual C++ VS2008SP1 by running vcredist_x86_2008SP1.exe in the Prerequisites folder.
- 2 Install DirectX9 by running DXSETUP.exe in the DirectX9.0c folder.
- 3 Enable Microsoft .NET Framework 3.5 SP1 from the role management tool of the operating system. You can accomplish this via Server Manager in Server 2008, and via Programs and Features in Windows 7. From the control panel, select Programs and Features, then select Turn Windows features on or off and select Microsoft .NET Framework 3.5.1 from the Windows Features list and click OK.
- 4 Disable User Account Control notifications from the User Accounts in the control panel.
- 5 Shut down any applications (including Control Panel, virus detection software, and toolbars) and start the Kofax Transformation Modules 4.5 installation application by executing the KTM.msi. Follow the instructions that are displayed to complete the installation.
- 6 To install the service pack, download it from the Kofax Web site at www.kofax.com and start the Kofax Transformation Modules 4.5 Service Pack 1 installation by executing the KTM45SP1.exe. Follow the instructions that are displayed to complete the installation.
- 7 Enable User Account Control notification. From the control panel, select User Accounts, then select Change User Account Control settings and move the slider to your original setting.

Uninstalling

To ensure successful uninstallation of the service pack, you must have full Windows administrative privileges.

If you uninstall Kofax Transformation Modules 4.5 Service Pack 1, or Kofax Transformation Modules 4.5, for Windows 7 and Windows 2008 R2 you must be logged in as the local Administrator and not as a user of the local administrator group.

► **To uninstall the Service Pack**

- 1 Terminate all running Kofax Transformation Modules applications and services.

- 2 Uninstall any language pack before uninstalling the service pack.
- 3 From the control panel, select Add and Remove Programs. For Windows Vista or Windows 7, select Programs and Features.
- 4 Select Show updates option. For Windows Vista and Windows 7, select View installed updates.
- 5 From the listed programs, select Kofax Transformation Modules 4.5 Service Pack 1 and click Remove. For Windows Vista or Windows 7, select Uninstall.

Resolved Problems in Kofax Transformation Modules 4.5 Patch 6

The following problems have been resolved in Kofax Transformation Modules 4.5 Patch 6.

Error Occurs When Attempting to Access `pXDoc.ParentFolder` in `Document_Validate` Event

When trying to access the `ParentFolder` object of the `pXDoc` in the `Document_Validate` script event, the script execution stops because of a runtime error.

This problem has been resolved. (SPR00068440)

Incorrect Column Settings for an Inherited Table Field

If you create a table field and define a column as “invisible” and “always valid,” then the “always valid” option for the invisible column is not set correctly for a derived class that inherits this table field.

This problem has been resolved. (SPR00050781)

Displaying a Field in Whole Field Correction Mode Uses a Smaller Font

In Correction when a field is initially displayed in Whole Field correction mode, the font size of the text is smaller as when it is first displayed in Single Character correction mode. You can switch between the correction modes by pressing F12.

This problem has been resolved. (SPR00046825)

Resolved Problems in Kofax Transformation Modules 4.5 Patch 5

The following problems have been resolved in Kofax Transformation Modules 4.5 Patch 5.

Synchronization of Field Snippet Display and Field Text Editor In Correction Not Correct

When processing large batches in Correction, typing very quickly may sometimes cause the display of the field snippet and the text editor to become unsynchronized.

This problem has been resolved. (SPR00068437)

Resolved Problems in Kofax Transformation Modules 4.5 Patch 1 - 4

The following problems have been resolved in Kofax Transformation Modules 4.5 Patch 1 - 4.

Viewing Records From an ORACLE View Displays an Error Message

When testing an ORACLE connection for a view the following error message: “The data cannot be saved, please resolve the errors before saving.” is displayed.

This problem has been resolved. (SPR00066334)

Displaying an Error When Using Err.Raise Command in Script

If you are using the `Err.Raise` command in a script, the extraction service stops processing the remaining documents of the batch.

This problem has been resolved by correctly resetting the script error state. (SPR00065464)

Validation Stack Dump when Adding Table Rows on Two Different Documents

This problem is caused by global columns in a temporary auto table extraction project being different from global columns in the main project.

This problem has been resolved by correctly copying the global columns into the temporary internal project. (SPR00058144)

Advanced Zone Locator Does not Create a Result for All Defined Subfields

For some images the Advanced Zone Locator may not return the results for some subfields. During Server processing an error message is written to the log file that a field with a specific name does not exist.

This problem has been resolved by improving registration for these specific images. (SPR00065826, SPR00065392)

Knowledge Base Learning Server Fails for Duplicate Image File Names

An error message, “1_x.tif already exists,” is displayed if the Knowledge Base Learning Server attempts to save an image with a duplicate file name to the directory.

This problem has been resolved. All images are given unique names when processed by the Knowledge Base Learning Server, eliminating the possibility of duplicate file names. (SPR00065586)

Server and Knowledge Base Learning Server Error

A FOX library error message, “Could not Create Lock File,” may be displayed when all extraction services try to use the learning database at the same time. This can happen if Server processes large batches and many documents for Online Learning.

This problem has been resolved. (SPR00051589)

No Installation of Kofax Transformation Modules 4.5 Service Pack 1 For an Offline Kofax Capture Client

The Kofax Transformation Modules installer is intended to work in an existing, intact and working Kofax Capture environment. In order to register both license features and the modules during the installation process, access to the Kofax Capture License Server is required. If no access is available the installation has to wait for time-outs and takes an unreasonable time.

This problem has been resolved. Before you install Kofax Transformation Modules 4.5 Service Pack 1, the changes of Patch 4 or later have to be applied to the “KTM.msi,” the original installer program for Kofax Transformation Modules 4.5. If you haven't installed Patch 4 or later prior to the service pack installation perform the following steps prior to the installation of the service pack. (SPR00065472, SPR00065785)

- 1 Store the KTM45P04.msp (KTM45SP1.msp) at the site of the original KTM.msi.
- 2 Run the following command line, which executes the required action:

msiexec /a KTM.msi /update KTM45P04.msp (KTM45SP1.msp)

- 3 Then start the changed KTM.msi with the following specific property:

Setup.exe CLIENTINSTALL=1

Unable to Import Large Database into Memory

It is not possible to import large databases (1 GB and more) when the “Load database into memory” option in Project Builder is selected. Even if enough system memory is available the following error is displayed: “Your machine is out of memory (upgrade).” The memory usage for fuzzy databases is now optimized. Larger databases can now be imported and existing databases use less memory than before. The actual memory requirements of fuzzy databases mainly depend on the internal structure and redundancy of the field values. In addition, there is now support for 3 GB virtual memory usage in Project Builder, Server and Validation. For 32-bit operating systems the support for 3 GB virtual memory for applications must be enabled first. All 64-bit operating systems do not need any adjustments. To enable the 3 GB support for the 32-bit versions of Windows XP and Windows 2003 the /3GB option in the boot.ini must be used. To enable the 3GB support for 32-bit version of Windows Vista or more recent Windows versions the bcdedit.exe tool must be used with the /Set IncreaseUserVa option. For more information about the boot.ini file or the bcdedit.exe command, see the *Microsoft Windows documentation*. (SPR00049821)

Bar Code Locator - Some Code 39 Bar Codes Are Not Read

Some Code 39 (3 of 9) bar codes are not read in Kofax Transformation Modules 4.5, but are read in Kofax Capture.

This problem has been resolved by configuring the recognition engine to improve the recognition of these bar code types. (SPR00053455, SPR00033659)

Database Lookup Dialog Fails on Next Batch if Validation Stays Open

The database lookup dialog may not find numeric data on the second run if Validation stays open between batches. It does not matter if the batch was suspended or another batch was opened. There is no error message.

This problem has been resolved. (SPR00051481, SPR00055015)

Document Review - Grayscale and Color Images Are Not Displayed in Color

In Document Review, color and grayscale images are always displayed as bitonal images. When using the Trainable Document Separation feature the information of the color images was lost. Additionally, Document Review is missing a menu command that is available in Validation and Verification that allows the user to switch between the color and the bitonal image.

This problem has been resolved. A menu command has been added and the Trainable Document Separation feature now keeps the color image information of the images. (SPR00054699)

Table Definition Setup Button Generates Lengthy Error if a Table Field Receives Input From a Standard Evaluator

Mapping a table field to the output of a Standard Evaluator, which compares both the results of a Line Item Matching Locator and a Table Locator, when Online Learning has been activated for the Standard Evaluator, then training for online learning fails for that table field.

This problem has been resolved. (SPR00055152)

Validation Object Reference Not Set to an Instance of an Object

This has been caused by a missing reset of the selection in the batch tree when selecting the batch node for a document that has not yet been saved.

This problem has been solved by setting the selection back to the document to remain synchronized. (SPR00053728)

Validation Form for Validation Step 2 of a Derived Class Is not Accessible via Script

A class and its derived class have two different validation forms and scripts. A document is classified for the derived class. During Validation step 2 and the `DocumentLoaded` event, the script tries to access the form of the second validation step, but an error message is displayed because the variable `ValidationForm` still refers to the form of the first validation step. It is not possible to access the form for the second validation step.

This problem has been resolved by correctly initializing script objects for derived classes for all Validation steps. (SPR00054361)

Document Review - Grayscale and Color Images Reverted to Black and White for Batch And Document Editing Features

If a page is moved from one document to another, the image is no longer displayed in color, but as a bitonal image. The issue occurs unless the document is classified and the project is using a model.

This problem has been resolved by adding a refresh function, which is called whenever refreshing is needed after the document is altered (for example, after splitting or merging a document, or using Drag-and-Drop functionality). (SPR00056867, SPR00054699)

Zoom and Window Position are not Saved with Kofax Capture SecurityBoost

If you are using Kofax Capture with SecurityBoost and start Validation from Batch Manager, the zoom value and the window position of the Validation module are not saved.

This problem has been resolved by loading all settings before the application switches over to SecurityBoost user and by storing all settings after the application has switched back to the logged on user. Settings are no longer stored to the registry or the "LocalAppData" directory as SecurityBoost user. (SPR00056941)

Arithmetic Operation Results in an Overflow

When processing a document without OCR, intermittently an error message in Kofax Transformation Modules - Server: "Arithmetic Operation resulted in an overflow." is displayed. Apparently, the time for processing a single document was less than the resolution of the used timer (10 or 100 ms), which is possible on a fast computer.

This problem has been resolved. Small time values are now handled correctly. (SPR00057409)

Validation Shows Batch as Valid Though Having Invalid Folder Fields

When opening a batch in Validation step 1 (for which all documents are valid for that step except an invalid folder field), the Validation module does not set the focus to the invalid folder field. Instead it states that all documents are valid and a message is displayed to close the batch.

This problem has been resolved. The Validation module now sets the focus to the invalid folder field. (SPR00057578)

Project Builder Intermittently Terminates For a Project Containing Classes With More Than 32 Characters

When a project has at least one class with a class name that contains more than 32 characters, Project Builder intermittently terminates when the Result Matrix is calculated or Content Classifier optimization is performed.

This problem has been resolved. Class names can now be displayed up to a length of 128 characters. (SPR00057660)

Layout Classifier Cannot Classify Small Images Properly

Small images below A6 standard size cannot be classified properly by the Layout Classifier.

This problem has been resolved. The Layout Classifier can now classify images that are smaller than the A6 standard size. (SPR00057923)

Remove Lines Image Cleanup Method Does Not Remove Vertical Lines in a Zone

Remove Lines image cleanup method has difficulties removing vertical lines in a zone, whereas horizontal lines are removed properly.

This problem has been resolved. (SPR00058035,SPR00052412)

Validation Marks Documents as Invalid Even When All Fields and Folder Fields are Valid

When you split some documents or folders in Batch Edit mode, return to normal validation mode, and then validate a document, the document is marked as invalid (with the yellow question mark) even though all fields and folder fields are valid.

This problem has been resolved. If you validate any field or folder field of a split document the status is set to valid if all fields and folder fields are valid. (SPR00058061)

In Validation Batches With Invalid Root Folder Fields Set to Valid

For projects with folder fields and multiple steps of the validation, the Validation module shows a batch incorrectly as valid when all documents of the batch are valid, but there are invalid folder fields.

This problem has been resolved. Folder validation now works consistently for all combinations. (SPR00064892)

Additional Resources

The following section provides additional information such as related documentation, training, and technical support.

Related Documentation

These notes are a supplement to the following documentation:

Installation Guide for Kofax Transformation Modules

The installation guide provides instructions for installing Kofax Transformation Modules. In addition, it contains information about implementing your installation, certified operating systems, and other system requirements.

Kofax Transformation Modules Configuration Guide

The *Kofax Transformation Modules Configuration Guide* contains information about the configuration modules and how to use them, as well as detailed information about the technology provided by Kofax Transformation Modules.

Kofax Transformation Modules User's Guide

The *Kofax Transformation Modules User's Guide* provides information to operators who work with the interactive modules during production.

The guide explains:

- The purpose of each module
- How to use each module

Help

Kofax Transformation Modules Help is available from the application components as follows:

- From any of the Kofax Transformation Modules components, press F1, click Help from the toolbar, or select Contents from the Help menu.
- From any application window, press F1 or click Help to display context-sensitive Help information for the window.

Help for Scripting

Information about scripting is available from the Help menu of any Project Builder interface that enables you to write or access scripts.

Training

Kofax offers both classroom and computer-based training that will help you make the most of your Kofax Capture solution. Visit the Kofax Web site at www.kofax.com for complete details about the available training options and schedules.

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 with your Kofax product.

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 Web Incident Management Systems (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