

Kofax Capture

10.2.0

Release Notes



© 1994 - 2015 Kofax, 15211 Laguna Canyon Road, Irvine, California 92618, U.S.A. All rights reserved. Use is subject to license terms.

Third-party software is copyrighted and licensed from Kofax's suppliers.

This product is protected by U.S. Patent No. 6,370,277.

THIS SOFTWARE CONTAINS CONFIDENTIAL INFORMATION AND TRADE SECRETS OF KOFAX, INC. USE, DISCLOSURE OR REPRODUCTION IS PROHIBITED WITHOUT THE PRIOR EXPRESS WRITTEN PERMISSION OF KOFAX, INC.

Kofax, the Kofax logo, and the Kofax product names stated herein are trademarks or registered trademarks of Kofax, Inc. in the U.S. and other countries. All other trademarks are the trademarks or registered trademarks of their respective owners.

U.S. Government Rights Commercial software. Government users are subject to the Kofax, Inc. standard license agreement and applicable provisions of the FAR and its supplements.

You agree that you do not intend to and will not, directly or indirectly, export or transmit the Software or related documentation and technical data to any country to which such export or transmission is restricted by any applicable U.S. regulation or statute, without the prior written consent, if required, of the Bureau of Export Administration of the U.S. Department of Commerce, or such other governmental entity as may have jurisdiction over such export or transmission. You represent and warrant that you are not located in, under the control of, or a national or resident of any such country.

DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID.

Contents

About This Release	7
Version Information	7
System Requirements	7
New Features	7
Bar Code, Patch Code Retention	7
Ability to Restrict Access Via User or Group Profiles	7
Enhanced Export Configuration	8
KCN Server Enhancements	8
Configurable Blank Page Deletion	9
Batch Profile Filtering	9
Total Page Count, Document Count, Batch ID Listed in Batch Manager	9
Visual C# Support Added for Recognition, Validation Scripts	9
Licensing Enhancements	9
Ability to Populate Default Index Field Values After Scanning	9
Installer Improvements	10
Additions to ACConfig.xml	10
Admin Data Substitution	10
New API Methods	10
API Enhancements	11
USGCB Compliance for Standard Database Password	11
Online Help Enhancements	12
Changes in Behavior	12
Enhanced Usability	12
Recognition Engine Enhancements	12
Warning Message Added for User Tracking	13
Kofax Monitor 7.0.1	13
Resolved Issues	15
Issues Resolved in Kofax Capture 10.2.0	15
Data and Path Substitution Not Working for Text Export Connector	15
Value Not Set or Displayed in Validation Module	15
Duplex Scanning Caused Wrong Sample Page Replacement	15
KCN Server: Unable to Upload Batches After Central Site Upgrade	15
Report Viewer Error During Export	15
BatchClose Method Values Documented Incorrectly	16
Imported Color TIFF Images Fail During Document Separation in Recognition Server	16
VRS Device Health Agent Caused Error During Upgrade	16

Quality Degraded in PDF/A Output 16

Wrong Batch Class Used for New Batch 16

SetBatchFilter Not Documented16

Errors in Log During Silent Installation at Remote Site 16

Text Converted to Bold in PDF Output 17

RejectAndSkipDocument Failed in Validation Script 17

RejectAndSkipDocumentException Worked Incorrectly 17

RejectAndSkipDocumentException Caused Script Error17

Error with Default Image Cleanup Profile17

Registry Setting Could Not Be Changed or Removed17

ValidationErrorException Failed in DocumentPostProcessing Event17

FieldPostProcessing Event Sent Incorrectly 17

Batch Filtering Didn't Work If SecurityBoost Was Enabled 18

Setup Section of Registration File Not Fully Documented 18

Recurring Issue with Remote Site License Synchronization 18

AvailableRemoteSites Collection Did Not Report All Remote Sites in Workflow Agent 18

Next Page Button Clicks Not Recognized in Validation 18

Batch Field Default Values Not Populated in Child Batches 18

Batch Field Value Disappeared After Batch Properties Viewed18

Unused Recognition Profiles Exported with Batch Class 18

General Permissions Updated in Installation Guide 19

Smooth & Clean in PDF Generator Caused Exception 19

Error After Documents Rejected in KTM Document Review 19

VB.NET Recognition Script Test Failed 19

Default Values Did Not Appear in Validation19

Validation Script Conflict with Visual Studio 2010, SQL Server Management Studio 2012 19

Custom Module Unable to Close Batch After Error19

Batch Class Publish Operation Failed19

Validation Script Fails After Cancellation19

DBLite BatchCloseWithModuleID Issue20

Issues Resolved in Kofax Capture 10.1.1.1 20

Field Validation Exception20

Recognition Engine Error in PDF Generator 20

Scanner Profile Name with Brackets Caused Error20

Multiple Large Images Caused PDF Generator Error21

Recognition Engine Conflict with OCR Full Text Setting21

Batch Class Publish Error After Upgrade on Japanese System 21

Shared Scanner Profiles Conflict with KCN Server21

Pressing Ctrl+X in Batch Editing Mode Caused Validation to Shut Down21

Quotation Marks in User Names Caused Report Inconsistencies21

Closing Batch from Validation Slower After Upgrade 22

Error Reported While Applying Service Pack 22

Database Not Updated During Service Pack, Fix Pack Installation 22

Order of Recognition Profiles Affected Results 22

Flickering Occurred During Validation Within Citrix Session 22

RSA Error Reported 22

KCN Server Error if SharedProfileMod.xml Was Blank or Corrupt 22

Disabled Services Cause Service Pack Installation Error 23

Database Update Procedure Changed for Service Pack, Fix Pack Installations 23

Performance Issues Occurred in a High-Volume Production Environment 23

Transaction State Errors After Kofax Capture 10.0.2.7 Installed 23

Central Sites Allowed to Convert into Remote Sites or Open RSA 23

Empty Line Could Not Be Inserted Between Pages for OCR Full Text Output 24

Known Issues 25

 Validation Script Compatibility with Kofax Front Office Server 25

 Custom Panel Size Changes Unexpectedly 25

 Unattended Modules Running in Browser Leave Batches In-Progress 25

 Commas Do Not Work as Delimiters for External Field Types 25

 XML Import Connector with -n Switch: Error Batch Not Sent to Quality Control 25

 Form Identification Error After Splitting Kofax Transformation Modules Batch 26

 Installation Fails Unless .NET Framework 3.5.1 Installed 26

 SQL Server Express Installation Issue with MSI Installation 26

 Text Export Connector Produces Error If Output Type Not Selected 26

 Form ID Based on Bar Code Fails If Value Exceeds Maximum Length 26

 Incorrect Document Separation in Scan Module 27

 KCN Server: RSA Issue After Upgrade 27

 Default Scan Source Removed During Upgrade from VRS 5.1 OEM to Kofax Capture 10.1.0 27

 Manual Upgrade to Kofax Capture 10.1.0 R2 Required for Web Deployment 27

 IBM DB2 Transaction Log Full 27

 Workflow Agent Registration File Cannot Exceed 64 KB 28

 After Error, XML Import Connector Not Processing Next XML File 28

 PDF Generator Error 28

 KfxOcxEventScanPageStarted Event Not Sent for Imported Pages 28

 Zone Test Results Differ from Recognition Server Results 29

 Error While Creating Batch or Viewing Batch Properties 29

 Scan, Validation Processes Still Active After Modules Close 29

 SaveAndSkipField Not Saving Index Field Value from FieldPreProcessing Event 29

 Error After Renaming Linked Group 30

 Advanced OCR Recognition Setting Causes PDF Quality Issue 30

 Misleading Error After Launching Modules at Remote Site with Expired License 30

Web Deployment: Cannot Launch Modules Unless Browser is Restarted30

Some Kofax Values Empty If Export Computer Used Turkish Regional Settings30

Unable to Verify PDF/A-1a or PDF/A-1b Compliance After Export 30

SecurityBoost Conflict with Enhanced Bar Code Engine 31

PDF Output File Sizes Differ with Identical Images31

PDF/A Output Version Inconsistent with Version Selected in Recognition Profile 31

Recognition Engine License Overwritten by KFS 4.131

OCR Recognition Results Degraded for Arabic31

License Server Cannot Connect to Older Kofax Capture License Client 32

Standard Database Conflict with Kofax Front Office Server 4.0 32

Reinstalling Language Packs32

APIRef Folder Path Listed Incorrectly32

Windows 8: Initialization Error with Production Scanners 32

Kofax Capture Services May Fail to Start Using Local System Account 33

Method Change Not Reflected in Updated Batch Class33

Bar Code Detection by Recognition Engine Disabled By Default33

Restart of KCN Service Required After Upgrade33

VB6 Components for Import / Export Connectors33

Installing Kofax Capture Import Connector - Web Services Displays Error Message 34

About This Release

The release notes give you late-breaking information about Kofax Capture 10.2.0. Please read this document carefully, as it contains information that is not included in other Kofax Capture documentation.

Version Information

The build number for Kofax Capture 10.2.0 is 10.2.0.0.491, which appears in the About Kofax Capture window. In Batch Manager, if you click System Info on the About window, the build number is 5.1.0078 for the files on the Image Controls tab.

System Requirements

The primary source of information about Kofax Capture requirements and dependencies on other products is the Cross Product Compatibility Matrix, which is available on the Kofax website at www.kofax.com. The matrix is updated regularly and we recommend that you review it carefully, especially if you plan to use Kofax Capture 10.2.0 with other Kofax products.

New Features

This chapter lists enhancements introduced to the product in Kofax Capture 10.2.0. More information on these new features is available from the Kofax Capture help, unless noted otherwise.

Bar Code, Patch Code Retention

Use the “Retain bar codes and patch codes on all pages” feature to retain certain bar code and patch code values detected on all pages, even if they are not used for indexing or separation.

When you select this option, the bar code and patch code data (value, type, location) is stored at the page level. As a result, validation scripts or other customizations can use the decoded information without having to re-recognize the bar codes or patch codes.

This setting is available on the Batch Class Properties - Advanced tab in the Administration module. To specify the bar code and patch code types to retain, click the Advanced button.

Ability to Restrict Access Via User or Group Profiles

The following settings are available on the User/Group Profile Properties - General tab for managing access to Kofax Capture.

- **Allow modification of Scanner Profiles:** Select this check box to manage access to scanner profile or source settings to prevent an operator from changing them by mistake.

If this check box is not selected, the scanner profile and source settings in the Administration, Scan, Quality Control, or custom scan modules are not available for editing.

- **Allow RSA to run interactively:** Select this check box to allow access to the Remote Synchronization Agent (RSA) on an interactive basis. Otherwise, the RSA runs only as a service. When selected, the Activate RSA button is available to the user in Batch Manager.
- **Allow Batch Manager to edit batch queue and status:** Select this check box to allow the batch queue or batch status to be updated from Batch Manager.

Enhanced Export Configuration

The following enhancements to export configuration are available:

- Ability to easily update login credentials for multiple export configurations at once
- Minimal interaction with export setup interface required after index fields are updated

When importing a batch class into the Administration module the first time, you can modify the user credentials (username and password) for all affected export connectors, without having to enter them individually.

After installation, the same capability is available by using the Export Credentials button in the pop-up list for Export Connectors on the Tools menu in the Administration module, or by selecting Export Credentials from the batch class context menu.

KCN Server Enhancements

The following improvements are available for KCN Server processing.

Two-Way Synchronization

The RSA process supports upload and download operations in parallel, without one operation having to wait until the other is finished. In the Remote Synchronization Agent window, the Synchronize Now button is available when one or both operations (upload or download) is finished. The Download Batch Classes and Download Batches buttons are available if a download operation is not in progress.

XML, Image Compression Settings Added

To reduce file sizes and improve performance between remote and central sites, you can select XML or image compression. The compression settings are available on the Remote Site tab in Batch Manager. Use the “Allow modification of RSA compression settings” feature on the user or group profile to manage access to the compression settings.

Ability to Exclude KTM Project Folder

If no changes are made to KTM project folders, you can exclude them during synchronization. To exclude a KTM project folder, use the “Include KTM project” setting on the KTM tab on the Export window in the Administration module.

Ability to Restrict Access to RSA

Based on preferences set in a user or group profile, you can restrict certain users from running the RSA interactively at remote sites. See [Ability to Restrict Access Via User or Group Profiles](#).

Use of Alternate Polling Settings

You can select “Disabled” on the KCN Server Remote Site Profiles - Polling tab to ignore the “Start date” and “Start time” settings for all remote sites that use the remote site profile. As a result, the polling time for those sites is based on the polling interval and the time when the RSA is run.

Access to Remote Site Version List

Use the Station Versions window to view a list of details for every remote site workstation, including the version number. You can also copy or print the information in the Station Versions window.

You access the Station Versions window from the About window in the Administration module.

Configurable Blank Page Deletion

With blank pages marked for deletion, you can specify the processing queue where the deletion occurs. By default, marked pages are deleted after processing in the Scan module is complete. You can set the deletion to occur after processing is complete in another module, such as Quality Control.

This setting is available on the Batch Class Properties - Advanced tab in the Administration module.

Batch Profile Filtering

In the Scan, Quality Control, Batch Manager, Validation, and Verification modules, you can filter the list of batches and then save the criteria as a profile for reuse.

Total Page Count, Document Count, Batch ID Listed in Batch Manager

In Batch Manager, you can view the total page count, total document count, and the batch ID.

Visual C# Support Added for Recognition, Validation Scripts

In addition to VB.NET, you can use Visual C# to create a recognition or validation script.

Licensing Enhancements

Licensing enhancements include the following:

- License Utility: Includes the option to view the host name of the computer that is currently reserving a station license.
- Batch Class Publish process: Checks for Evaluation license requirements related to PDF Image+Text, PDF image compression, the Enhanced Bar Code engine, and more.

Ability to Populate Default Index Field Values After Scanning

Select this feature to automatically populate index fields with default values after processing in the Scan module. The index field values are populated when a batch is closed.

This setting, “Populate default index fields at Scan,” is available on the Batch Class Properties - Advanced tab in the Administration module.

Installer Improvements

During installation, you can do the following:

- Select one or more language packs that affect the language in which the Kofax Capture user interface appears. If you select multiple language packs, Kofax Capture uses the language that corresponds to the operating system language. If necessary, you can change the language selection after installation from the Options window in the Administration module.
- Select the theme (color scheme) for the user interface.

Additions to ACConfig.xml

The following table lists elements or attributes added to ACConfig.xml in Kofax Capture 10.2.0. For a full description of ACConfig.xml, see the *Kofax Capture Administrator's Guide*.

- AutoCleanRecognizerSession
- DetectEmptyParagraphs
- ReplacePageBreakWithEmptyLine
- RemoveExcessEmptyLines
- ResolutionScale
- OutputWidthThreshold
- BatchCatalogNewEncryption
- ExportKTMProject
- OCEProfilesConversion
- KCNS AlwaysTransferCustom Data

The following attributes are now removed from ACConfig.xml:

- OneWordPerLine
- TextTypeMatrix
- PDFCompliantMode
- RSASynchTaskAlternate

Admin Data Substitution

When importing a batch class into the Administration module for the first time, a Data Substitution window appears, listing all existing values that can be substituted with new values. For each value listed, you can click an ellipsis button to view the properties represented by the value. You can also use the Data Substitution window to specify external field type substitution, such as for SharePoint.

New API Methods

The following API methods are additions to this product release. For details about the new methods, see the *Kofax Capture API Reference*, which is available in the Documentation \APIRef folder on your Kofax Capture installation media.

BatchOpen(ByVal nBatchID As Integer, ByVal nRequestingProcessId As Integer)

This method is available from the `Kofax.Capture.DBLite.RuntimeSession` class and implements `Kofax.Capture.SDK.CustomModule.IRuntimeSession`.

The new method is available in the Kofax Capture Custom Module .NET Type Interface Library (`Kofax.Capture.SDK.CustomModule.dll`) and the Kofax Capture Document Access .NET Type Implementation Library (`Kofax.DBLite.dll`).

The method supports the ability to retrieve a batch by Batch ID.

ValidateUser2(ByVal strUsername As String, ByVal strPassword As String)

This method is available from the `Kofax.Capture.DBLite.Login2` class and implements `Kofax.Capture.SDK.CustomModule.ILogin2`.

The new method is available in the Kofax Capture Custom Module .NET Type Interface Library (`Kofax.Capture.SDK.CustomModule.dll`) and the Kofax Capture Document Access .NET Type Implementation Library (`Kofax.DBLite.dll`).

The method supports the ability to validate the user name and password.

API Enhancements

You can call APIs for `Kofax.Capture.AdminModule` classes from a custom panel or custom module to import or export batch classes, change document class export settings, assign users or groups to a batch class, or assign batch classes to a remote site profile.

These API enhancements are intended to simplify the process of moving batch processing from a test environment to a production environment. See the *Kofax Capture API Reference* for details.

USGCB Compliance for Standard Database Password

If you plan to install Kofax Capture for use with the Standard database, the database password by default does not comply with the United States Government Configuration Baseline (USGCB) requirements for password complexity and encryption.

You can optionally use the `/USGCBCompliant` switch during the Kofax Capture installation to ensure that the Standard database password is USGCB compliant, which may be necessary if:

- Your organization's policy requires USGCB password compliance
- You plan to use Kofax Capture with Kofax add-in components that require USGCB password compliance

For details, see the *Kofax Capture Installation Guide*.

An another option, you can use the Database Utility after installation to change the setting for USGCB compliance for the Standard database password. For details, see the Kofax Capture help.

Important USGCB password compliance affects other Kofax products such as Kofax Front Office Server, Kofax Import Connector, Kofax Monitor, and Kofax Capture Advanced Reports. For more information, we recommend that you carefully review the Cross Product Compatibility Matrix, which is available on the Kofax website at www.kofax.com. The matrix is the primary source of information about Kofax product dependencies, and it is updated on a regular basis.

Online Help Enhancements

In this version, the following online help enhancements are available:

- Improved search engine that offers the ability to perform effective partial or full text searches and produce a list of prioritized results. Fuzzy searches are also supported.
- Fully integrated, searchable help system that is accessible from any Kofax Capture module.

Changes in Behavior

This section describes behavior that differs from previous Kofax Capture releases.

Enhanced Usability

Several usability enhancements are available in the Administration module:

- Ability to resize the Publish window
- Ability to sort batch classes in the Publish window in ascending/descending order by batch class name or last published date
- Ability to automatically cancel a Publish or Validate operation for a batch class if an error occurs, or to manually cancel the same operations
- Confirmation message appears when User Tracking is disabled

In other modules such as Scan and Quality Control:

- “Select All” function is available from the Batch Contents tree view
- Automatic scroll when Shift+Arrow keys are used to select multiple pages

Recognition Engine Enhancements

This version offers several recognition engine enhancements that affect the following:

- PDF/A Compliance Levels
- OCR Languages
- ICR Languages
- Output File Formats
- Aggressive Table Detection
- Supported Text Types

For more information, see the Kofax Capture help.

PDF/A Compliance Levels Extended

If Kofax PDF/A is the selected output format, these compliance levels are available:

- PDF/A-1a
- PDF/A-1b
- PDF/A-2a
- PDF/A-2u
- PDF/A-3a
- PDF/A-3u

For descriptions of each level, search for “PDF/A compliance” in the Kofax Capture help.

OCR Language Support Expanded

Arabic and *Russian with Accents* are additions to the list of languages supported for OCR recognition.

ICR (Handprint) Language Support Expanded

The following are additions to the list of languages supported for handprint recognition: Danish, Norwegian (Bokmal), Norwegian (Nynorsk), Old English, Brazilian Portuguese, Serbian (Cyrillic), Swedish, and Tajik.

Output File Formats Expanded

The following are additions to the list of supported output file formats on the Advanced OCR Output Format window:

- Microsoft Word 2007 and later (*.docx): Document format that is compatible with recent versions of Microsoft Word.
- Microsoft Excel 2007 and later (*.xlsx): File format that is compatible with recent versions of Microsoft Excel.

Aggressive Table Detection

To ensure recognition of documents that contain multiple tables per page, you can select “Aggressive table detection mode” on the Elements tab on the Advanced OCR Recognition Settings window in the Administration module.

Supported Text Types

Matrix, OCR-A, and OCR-B are additions to the list of supported text types.

Warning Message Added for User Tracking

A warning message appears if the User Tracking feature is turned off. This change is intended to prevent users from accidentally turning off User Tracking. To successfully collect statistical data required by Kofax Analytics for Capture and other Kofax reporting tools, User Tracking must be turned on.

Kofax Monitor 7.0.1

If you plan to use Kofax Capture 10.2.0 with Kofax Monitor, you must use Kofax Monitor 7.0.1. Earlier versions of Kofax Monitor are not supported for use with Kofax Capture 10.2.0.

If you are unable to upgrade to Kofax Monitor 7.0.1, an interim solution is to update the port number in ACConfig.xml by changing it from 3581 to 2424.

Resolved Issues

This chapter lists the issues that have been resolved since Kofax Capture 10.1.1:

- [Issues Resolved in Kofax Capture 10.2.0](#)
- [Issues Resolved in Kofax Capture 10.1.1.1](#)

Each Kofax Capture product release is cumulative and includes the resolved issues from earlier releases.

Issues Resolved in Kofax Capture 10.2.0

This section lists issues that are resolved in Kofax Capture 10.2.0.

Data and Path Substitution Not Working for Text Export Connector

When data and path substitution were used in conjunction with a Text export connector, the substitution was not working. (103247)

Value Not Set or Displayed in Validation Module

If a VB.NET validation script with SaveAndSkip was used, the value for an index field in the FieldPreProcessing event was blank. (103644)

Duplex Scanning Caused Wrong Sample Page Replacement

If you attempted to replace a single sample page for a form type, the back side of the replacement page was used instead of the front side, if the scan properties were set for duplex scanning. (103926)

KCN Server: Unable to Upload Batches After Central Site Upgrade

If you upgraded the central site to Kofax Capture 10.1 without upgrading the remote sites, you could not upload batches after a batch class was republished or deleted at the central site. (105199)

Report Viewer Error During Export

If the Report Viewer was used to export reports based on an Oracle database, an error appeared, similar to the following (107403):

```
An unexpected error has occurred ... Invalid export DLL or export format.
```

BatchClose Method Values Documented Incorrectly

In the Kofax Capture API Reference delivered with version 10.1, the following were incorrectly listed as possible values for the eNewState parameter of the BatchClose method: (118514)

- KfxDbBatchReserved
- KfxDbBatchInProgress2

Imported Color TIFF Images Fail During Document Separation in Recognition Server

If color TIFF images imported from the KFS Thin Client were processed in the Recognition Server, an error occurred during document separation. (122612)

VRS Device Health Agent Caused Error During Upgrade

If an upgrade to Kofax Capture 10.1 was attempted on a server or station where the VRS Device Health agent was running, the following error occurred (283156):

```
Unable to stop application or services
```

Quality Degraded in PDF/A Output

A slight degradation in PDF/A output caused pixelated sample images and shades of gray that were too light. (284830)

Wrong Batch Class Used for New Batch

When a custom panel was used, the selected batch class was not consistently applied as new batches were created. (307526)

SetBatchFilter Not Documented

The *Kofax Capture API Reference* did not include information about the SetBatchFilter method. (310728)

Errors in Log During Silent Installation at Remote Site

During a silent installation at a remote site, the following errors appeared in the log file: (311168)

```
..., <Machine Name>, 10.1.0.0.0.525, siteinfo.cpp,  
104, Fatal database error - The database has not been configured. Please contact the  
Kofax Capture administrator.  
..., AppInit, <Machine Name>, 10.1.525,  
ACIClient.AuthINetClient, 0, Object reference not set to an instance of an  
object., ,  
..., AppInit, <Machine Name>, 10.1.525,  
ACIClient.SetUserCredentials, 0, Object reference not set to an instance of an object
```


Text Converted to Bold in PDF Output

A source file that contained Times New Roman standard text produced a PDF that rendered the text in bold. (312973)

RejectAndSkipDocument Failed in Validation Script

If RejectAndSkipDocument was included in a custom validation script, it produced an error without rejecting or skipping a document. (314862)

RejectAndSkipDocumentException Worked Incorrectly

When sent from the FieldPreProcessing event, the RejectAndSkipDocumentException caused a validation error. The document was rejected, but the batch closed without skipping to the next document in the batch. (314863)

RejectAndSkipDocumentException Caused Script Error

If a Document Validation Script FieldPostProcessing event raised a RejectAndSkipDocumentException, the document was rejected successfully. However, a script error occurred when the batch was closed and sent to Quality Control. (314864)

Error with Default Image Cleanup Profile

When Kofax Scan, the default permanent image cleanup profile, was selected, the following error appeared while images were imported (315108):

```
Export Error: [FPS Color: An unspecified error occurred. The image
could be an unsupported format. ( Error -153:
C:\images\00000002\200\8.tif )
```

Registry Setting Could Not Be Changed or Removed

After the ManagedApi registry setting was added for use with custom panel registration, the setting could not be changed or removed. (316045)

ValidationErrorException Failed in DocumentPostProcessing Event

If you used a ValidationErrorException in the DocumentPostProcessing event in Validation, an error occurred and the batch was sent to Quality Control. (322744)

FieldPostProcessing Event Sent Incorrectly

In the Validation module, the FieldPostProcessing event was sent in the following situation (326727):

- “Validate data entry, even if value does not change” was not selected.
- Default value was empty.
- Value was unchanged when the Validation operator moved off the field.

Batch Filtering Didn't Work If SecurityBoost Was Enabled

Batch Filtering did not work if the SecurityBoost feature was enabled. (327284)

Setup Section of Registration File Not Fully Documented

In the *Kofax Capture Developer's Guide*, the [Setup] section in the chapter on Registration File Creation did not include information for ManagedApi. (328068)

Recurring Issue with Remote Site License Synchronization

Although license synchronization initially worked after a remote site profile was created, errors began to appear every six days after three to four weeks elapsed. (342053)

AvailableRemoteSites Collection Did Not Report All Remote Sites in Workflow Agent

A Workflow Agent could not be used successfully to manually assign remote site profiles for child batches created on the central site, because the AvailableRemoteSites Collection did not report all of the remote sites specified by the Workflow Agent. As a result, the batches could not be routed to the correct remote site. (343042)

Next Page Button Clicks Not Recognized in Validation

In the Validation module, if the Next Page button was clicked in quick succession, not all clicks were recognized. (343584)

Batch Field Default Values Not Populated in Child Batches

If you created a child batch, the following batch fields retained their labels but were not populated with default values: (344074)

- {Scan Operator's User ID}
- {Scan Operator's Station ID}
- {Validation Operator's Station ID}

Batch Field Value Disappeared After Batch Properties Viewed

In Batch Manager, if batch filtering was enabled and values were displayed in the "Batch field" column, they sometimes disappeared from the screen if you double-clicked a batch to view its properties. (349028)

Unused Recognition Profiles Exported with Batch Class

If an exported batch class used a single recognition profile, all other recognition profiles that existed on the computer were included in the export process, even though they were not in use by the batch class. (349242)

General Permissions Updated in Installation Guide

In the *Kofax Capture Installation Guide*, the required permissions for several files and folders were listed inaccurately as Full Control, instead of MODIFY+Delete Subfolders and Files. (350550)

Smooth & Clean in PDF Generator Caused Exception

When the "Smooth & Clean" setting was selected in the image cleanup profile, an exception occurred while a batch was processed in the PDF Generator module. (359925)

Error After Documents Rejected in KTM Document Review

If a document was rejected during KTM Document Review, the following error was logged when the document was routed to the next processing module (365913):

```
Error in function ProcessBatch: #02 An item with the same key has already
been added
```

VB.NET Recognition Script Test Failed

If you attempted to test a VB.NET recognition script in the Administration module, the test failed and the module closed unexpectedly. (366063)

Default Values Did Not Appear in Validation

When the operator switched from one document class to another in the Validation module, blank values appeared instead of the default values. (372414)

Validation Script Conflict with Visual Studio 2010, SQL Server Management Studio 2012

If Visual Studio 2010 (or Express) and SQL Server Management Studio 2012 were both installed on a Kofax Capture server, a document validation script could not be run. (373910)

Custom Module Unable to Close Batch After Error

If an overflow error occurred while processing a batch in a custom module, the batch could not be closed or routed to Quality Control. (378183)

Batch Class Publish Operation Failed

The following error occurred during the process of publishing a batch class: (443177)

```
[KFRS]: The system cannot find the path specified [WriteUTF8File("\
\fs501\kfe_ascentstv\KOFAX1~1\pubtypes\0000018b.TMP\00000118b.unv")] [Export(0)]
```

Validation Script Fails After Cancellation

In the Validation module, if you clicked Cancel when prompted to save a document, the validation script stopped working. (450988)

DBLite BatchCloseWithModuleID Issue

When the ChildBatchCreateWithBatchClass method was used to create a child batch and BatchCloseWithModuleID was used to close the batch, it was sent to Quality Control with the following error (544399):

```
Unlock batch with invalid module ID (fp.exe)
```

Issues Resolved in Kofax Capture 10.1.1.1

This section lists the issues that were resolved in Kofax Capture 10.1.1.1 (or Kofax Capture 10.1 Service Pack 1, Fix Pack 1).

Field Validation Exception

After Kofax Capture 10.1.04 was installed, the following System.InvalidCastException occurred (365888):

```
{System.InvalidCastException: Unable to cast object of type
'Kofax.KFSLib.KC101.KFSValidation.KFSIndexField' to type
'Kofax.Capture.CaptureModule.InteropServices.IndexField'.
    at
    Kofax.AscentCapture.Scripting.NetScript.NetScript.HandleFieldException(TargetInvocationException
oEx, String& strValidationErrorMessage, String& strActiveIndexField)
    at
    Kofax.AscentCapture.Scripting.NetScript.NetScript.TriggerFieldPostProcessing(String
strIndexFieldName, String strEnteredValue, String& strValidationErrorMessage, String&
strActiveIndexFieldName)
    at
    Kofax.KFSLib.Validation.KC101.KFSManagedNetScriptWrapper.TriggerFieldPostProcessing(String
fieldToValidate, String value, String& strValidationErrorMessage, String&
strActiveIndexFieldName) in c:\tfs\4.0-FixPack\Source\Core\KFSLib.KC101\validation
\KFSManagedNetScriptWrapper.cs:line 104
    at
    Kofax.KFSLib.Validation.KC101.KFSNetScriptWrapper.TriggerFieldPostProcessing(String
fieldToValidate, String value, String& strValidationErrorMessage, String&
strActiveIndexFieldName) in c:\tfs\4.0-FixPack\Source\Core\KFSLib.KC101\validation
\KFSNetScriptWrapper.cs:line 93
    at Kofax.KFSLib.Validation.BaseKFSNetScript.ValidateField(IKFSFieldValidationInput
input, Boolean initFields) in c:\tfs\4.0-FixPack\Source\Core\KFSLib\validation
\BaseKFSNetScript.cs:line 171}
```

Recognition Engine Error in PDF Generator

As batches were processed in the PDF Generator module, the following error occurred (367503):

```
Error: Internal program error: .\Src\PageLayout\PageLayout.cpp, 593
```

Scanner Profile Name with Brackets Caused Error

The following error occurred when a scanner profile was loaded, if the profile name included brackets (367752):

Profile "<profile name>" could not be loaded because the currently selected scanner make and model do not match those designated in the profile.

Multiple Large Images Caused PDF Generator Error

The recognition engine failed when multiple large images were processed in the PDF Generator module. (368389)

To prevent the PDF Generator from producing excessively large PDF output files that are time-consuming to process, you can use the new `ResolutionScale` and `OutputWidthThreshold` tags in `ACConfig.xml`. For details, see "PDF Generator DPI Calculator" in the `ACConfig.xml` chapter of the *Kofax Capture Administrator's Guide*.

Recognition Engine Conflict with OCR Full Text Setting

When the "Use blank line as paragraph separator is enabled" was selected in the OCR Full Text module, the paragraphs were not accurately recognized. (370135)

To prevent the issue, use the following tags in `ACConfig.xml` and replace `abc` with the name of the appropriate recognition profile:

```
<OCRAdvancedSettings>
  <Profile Name="abc" DetectEmptyParagraphs="1" />
</OCRAdvancedSettings>
```

You do not need to select special options to implement this behavior, which applies only when plain text is exported.

Batch Class Publish Error After Upgrade on Japanese System

After an upgrade to Kofax Capture 10.1.1, the following error occurred during a batch class Publish operation on a Windows operating system localized for Japanese (376000):

```
The Parameter is Incorrect
```

Shared Scanner Profiles Conflict with KCN Server

Performance issues occurred when shared scanner profiles were used in a KCN Server environment. (376870)

Pressing Ctrl+X in Batch Editing Mode Caused Validation to Shut Down

If you pressed `Ctrl+X` while Batch Editing mode was enabled in Validation, the module sometimes shut down. (377325)

Quotation Marks in User Names Caused Report Inconsistencies

When Oracle databases were used, inconsistencies occurred if the user name was enclosed in quotation marks in the `StatsModuleLaunch` and `StatsBatch` tables. For example, some reports listed the same user twice: once as "Joe Smith" and the other as Joe Smith. (378031)

Closing Batch from Validation Slower After Upgrade

Customers who upgraded from Kofax Capture 8 or 9 to version 10.x reported that it took longer to close batches from the Validation module after the upgrade. (378508)

Error Reported While Applying Service Pack

Customers who attempted to install Kofax Capture 10.1.1 reported that the database portion failed with the following error (378512):

```
..., DBUtil, <Machine Name>, 10.00.4988, frmMain.DoTheWork, 0, [4058] KdoLib:
The database is in use. Please close the following applications or services:
Kofax.KfxDb.Dbms.MsSql.MsSqlException
```

Database Not Updated During Service Pack, Fix Pack Installation

Although the process of installing a Kofax Capture service pack or fix pack appeared to work successfully and no errors appeared in the log, the database update failed. (378710)

Order of Recognition Profiles Affected Results

The recognition results varied for identical images, depending the use of other recognition profiles during the same session. (403135)

Flickering Occurred During Validation Within Citrix Session

When the Validation module was launched within a Citrix session, intermittent flickering occurred if a custom validation panel was used. (405046)

RSA Error Reported

The following error was reported while the RSA was run (410791):

```
[3022] KdoLib: Duplicate value in index, primary key, or relationship. Changes were
unsuccessful.: Violation of UNIQUE KEY constraint 'AcisIdMapNewIDUnil'. Cannot insert
duplicate key in object 'dbo.AcisIdMap'
```

KCN Server Error if SharedProfileMod.xml Was Blank or Corrupt

The following KCN Server error occurred if SharedProfileMod.xml was blank or corrupt (427235):

```
..., DBUtil, <Machine Name> 10.0.4892.0, mscorlib, 0, ACISV:
Exception has been thrown by the target of an invocation., at
System.RuntimeMethodHandle._InvokeMethodFast(Object target, Object[] arguments,
SignatureStruct& sig, MethodAttributes methodAttributes, RuntimeTypeHandle typeOwner)
at System.RuntimeMethodHandle.InvokeMethodFast(Object target, Object[] arguments,
Signature sig, MethodAttributes methodAttributes, RuntimeTypeHandle typeOwner)
at System.Reflection.RuntimeMethodInfo.Invoke(Object obj, BindingFlags
invokeAttr, Binder binder, Object[] parameters, CultureInfo culture, Boolean
skipVisibilityChecks)
at System.Reflection.RuntimeMethodInfo.Invoke(Object obj, BindingFlags invokeAttr,
Binder binder, Object[] parameters, CultureInfo culture)
at System.RuntimeType.InvokeMember(String name, BindingFlags bindingFlags,
Binder binder, Object target, Object[] providedArgs, ParameterModifier[] modifiers,
CultureInfo culture, String[] namedParams)
```

```

    at System.Type.InvokeMember(String name, BindingFlags invokeAttr, Binder binder,
    Object target, Object[] args)
    at Kofax.ACIS.ACIService.ACIScanSource.GetSharedProfileXMLString()
    at Kofax.ACIS.ACIService.ACIServerConnection.GetAdminData(IACIRemoteInfo oInfo,
    Int32 nACISAdminRevision, DateTime dtmCurrentUTC),

```

Disabled Services Cause Service Pack Installation Error

If services were disabled during the installation of Kofax Capture 10.1.1, the following error occurred (453570):

The "KofaxCapture-10.1.1_en.msp" installation was not successful.

Database Update Procedure Changed for Service Pack, Fix Pack Installations

The procedure for installing Kofax Capture service packs and fix packs was changed to prevent database issues. Note the following (490754):

- Database patching is ignored when the KofaxCapture-10.1_Updater_EN.EXE is executed with the "/NoDb" switch.
- When executing the KofaxCapture-10.1_Updater_EN.EXE with the "/NoDb" switch, the ERR_YYMM.log will contain the following lines:


```

... , DBUtil, <Machine Name>, 10.01.BUILDVER, Utilities.PatchDatabases, 0, SQL
Statements are being generated in "<TEMP>\PatchDB.sql", ,
... , DBUtil, <Machine Name>, 10.01.BUILDVER, Utilities.PatchDatabases, 0,
Copied "<TEMP>\PatchDB.sql" to "<Server Path>\Logs\PatchDB.sql".. ,
... , DBUtil, <Machine Name>, 10.01.BUILDVER, Utilities.PatchDatabases, 0,
Deleted "<TEMP>\PatchDB.sql".. ,
... , DBUtil, <Machine Name>, 10.01.BUILDVER, Utilities.PatchDatabases, 0,
SQL Statements have been generated successfully. Database's changes must be applied
manually

```
- When executing the KofaxCapture-10.1_Updater_EN.EXE with the "/NoDb" switch, the Database must be manually patched in order to prevent errors such as those in the last two lines of the preceding log.
- When executing the KofaxCapture-10.1_Updater_EN.EXE with the "/NoDb" switch, please retain a copy of the script execution results prior to contacting Kofax Technical Support with any issues.

Performance Issues Occurred in a High-Volume Production Environment

A performance slowdown was reported for Kofax Capture in a high-volume processing environment. (540043)

Transaction State Errors After Kofax Capture 10.0.2.7 Installed

Transaction state errors occurred after Fix Pack 7 was applied to Kofax Capture 10.0.2. (547998)

Central Sites Allowed to Convert into Remote Sites or Open RSA

Problems occurred when central sites were allowed to convert into remote sites, or to open the RSA. (549565)

New capabilities are now available to prevent these issues. See [KCN Server Enhancements](#).

Empty Line Could Not Be Inserted Between Pages for OCR Full Text Output

Support was not available for inserting an empty line between pages for OCR Full Text output. (553577)

To support the capability of inserting an empty line between pages when exporting multiple pages into a single text file:

- Enable “Use page break as page separator” for the OCR Full Text profile.
- Add the following tags to ACConfig.xml and substitute “abc” with the name of the applicable recognition profile:

```
<OCRAdvancedSettings>  
  <Profile Name="abc" ReplacePageBreakWithEmptyLine="1" />  
</OCRAdvancedSettings>
```

To remove excess empty lines inserted between paragraphs or pages:

- Add the following tags to the ACConfig.xml and substitute “abc” with the name of the applicable recognition profile:

```
<OCRAdvancedSettings>  
  <Profile Name="abc" RemoveExcessEmptyLines="1" />  
</OCRAdvancedSettings>
```


Known Issues

This chapter contains information about potential issues that you may encounter while using Kofax Capture 10.2.0.

Validation Script Compatibility with Kofax Front Office Server

If you intend to create VB.NET validation scripts in Kofax Capture 10.1 for use with Kofax Front Office Server, you must install Kofax Front Office Server 4.0.1.6 (Fix Pack 6), or later. (100893)

The latest fix pack is available from the Kofax Front Office Server 4.0 Downloads page on the Kofax website at www.kofax.com.

For additional requirements and information on Kofax Capture document validation scripting integration with Kofax Front Office Server, see the Kofax Front Office Server developer resources documentation.

Custom Panel Size Changes Unexpectedly

If you create and register a custom panel for use with the Scan module, the size of the panel may increase each time you open the module. (101098)

Unattended Modules Running in Browser Leave Batches In-Progress

If you close a Web browser that is running unattended modules with batches in-progress, the batches do not finish processing. (101514)

Commas Do Not Work as Delimiters for External Field Types

Normally, entering a comma after a value in an index field triggers a suggestions window when you press the Tab key. If you attempt to use a comma as a delimiter for an external field type, an error message appears. (102087)

Workaround: Instead of commas, use semicolons as delimiters.

XML Import Connector with -n Switch: Error Batch Not Sent to Quality Control

If you run the XML Import Connector with the -n switch, an error batch is not sent to Quality Control as expected. As a result, the batch is processed successfully until it reaches the Export module, where an error occurs. (102148)

Form Identification Error After Splitting Kofax Transformation Modules Batch

After splitting a Kofax Transformation Modules batch and moving documents into a child batch in Kofax Capture, an error similar to the following occurs when the Recognition Server processes the batch (102551):

```
Could not confidently identify form type (100% confidence, 100% difference)
(Separation method: Kofax Manual)
```

As a result, the batch is routed to the Quality Control module. The error occurs even though the batch class contains only one document type and one form type.

This issue was reported in an environment where Kofax Capture 10.0.1 R3 and Kofax Transformation Modules 5.5.2.3 were running.

Installation Fails Unless .NET Framework 3.5.1 Installed

To run the Kofax Capture 10.1.0 installation successfully on Windows 8 or Windows Server 2012, you must install and activate Microsoft .NET Framework 3.5.1 **before** starting the installation process. Otherwise, the installation fails. (103077)

The same requirement applies to any other Windows operating system that does not preinstall Microsoft .NET Framework 3.5.1.

SQL Server Express Installation Issue with MSI Installation

If Kofax Capture is installed with the MSI installer to a non-standard database, you cannot manually install SQL Server Express later by executing `setup.exe/installldb`. The following error occurs, and the installation fails (103347):

```
Unable to Install.
Unable to install batch catalog server (1).
Setup will now exit.
```

Text Export Connector Produces Error If Output Type Not Selected

If no output type is selected on the Advanced tab on the Text Export Connector setup window, the following error is produced when the batch is exported (103866):

```
..., Kofax Capture Export, <Machine Name> 10.00.2848, Text Export Connector, 0, The
path is not of a legal form.
```

Workaround: On the Text Export Connector setup window, on the Advanced tab, select at least one output type.

Form ID Based on Bar Code Fails If Value Exceeds Maximum Length

If you use a bar code to determine form identification, the process fails if the bar code value exceeds 254 characters. (103981)

Incorrect Document Separation in Scan Module

Document separation occurs in the Scan module instead of the Recognition Server module under the following circumstances (104200):

- A batch class is configured to use patch code document separation.
- Color or grayscale scanning is selected.
- The “Found on stand-alone separator sheet” setting is not selected.
- The Enhanced Bar Code (EBC) license is not in use.

KCN Server: RSA Issue After Upgrade

After a remote site upgrade to Kofax Capture 10.1, the Remote Synchronization Agent (RSA) no longer starts automatically following a system reboot. Also, the RSA no longer appears in the Startup program group. (105681)

Workaround: In Batch Manager, click **Activate RSA** to start the RSA, and then add it to the Startup program group.

Default Scan Source Removed During Upgrade from VRS 5.1 OEM to Kofax Capture 10.1.0

If you install Kofax Capture 10.1.0 on a computer where a VRS 5.1 OEM installation already exists, the default scan source setting is not retained. (284811)

Workaround: Start the VRS Administration Console, and use the Scanner Configuration settings to manually reset the default scan source.

Manual Upgrade to Kofax Capture 10.1.0 R2 Required for Web Deployment

In the following scenario, an upgrade through Web Deployment does not work as expected (284962):

- You successfully upgrade a Web Deployment server from Kofax Capture 10.1.0 to Kofax Capture 10.1.0 R2.
- You attempt to access the Web Deployment server from a workstation where Kofax Capture 10.1.0 is still installed, and the prompt to perform the upgrade does not appear.

Web Deployment works as expected if you are upgrading from Kofax Capture 10.0.0, or if you are performing a new Kofax Capture 10.1.0 R2 installation.

Workaround: On the workstation, perform the upgrade to Kofax Capture 10.1.0 R2 manually.

IBM DB2 Transaction Log Full

The process of migrating a Kofax Capture database to DB2 may fail if the transaction log becomes full. This can occur if the database includes a high number of Admin objects. (315059)

Workaround: Increase the value of the transaction log file size (logfilsiz), which is set to 2000 by default. Use the following command to increase the log file size:

```
db2 UPDATE db cfg for <databaseName> using LOGFILSIZ <new_value>
```

Example:

```
db2 UPDATE db cfg for amdb using LOGFILSIZ 5000
```

For details, see your IBM DB2 documentation.

Workflow Agent Registration File Cannot Exceed 64 KB

If the size of the workflow agent registration (.aex) file exceeds 64 KB, the list of Workflow Agents list is cut off during installation. If you attempt to select and install one of the items on the list, an error appears and the workflow agent registration fails. (315104)

Workaround: Do not attempt to use a workflow agent registration file that exceeds 64 KB.

After Error, XML Import Connector Not Processing Next XML File

If the User Profiles feature is enabled, the XML Import Connector is unable to process the next XML file after the following error occurs (335417):

```
COMException 2121 The user or password is not valid
```

Workaround: To recover from the error, do the following:

- 1 Configure the correct user profile password in the XML file.
- 2 Configure the KCIC-XML service or module to use the correct -u and -p parameter value.

PDF Generator Error

The following error may occur during processing in the PDF Generator module (343277):

```
PDF Generator Error: Internal program error: .\Src
\DocumentFontStyleFinder.cpp, 346
```

Workaround: Prevent the error by changing the recognition engine setting specified in the Administration module.

- 1 Select **Advanced OCR Recognition Settings > Operation > Performance vs. Accuracy**.
- 2 Change the recognition engine selection.
- 3 Republish the batch class and reprocess the batch.

KfxOcxEventScanPageStarted Event Not Sent for Imported Pages

When pages are imported, the KfxOcxEventScanPageStarted event is not sent. (344618)

Workaround: Be aware that the KfxOcxEventScanPageStarted event is sent only when the Scan button is clicked, and not each time a page is scanned or imported.

Zone Test Results Differ from Recognition Server Results

If you use the Zone Test tool in the Administration module to test several zonal OCR samples, the results may differ from the results produced when the same samples are processed in Recognition Server. For example, the Zone Test results may indicate 100% success, while the Recognition Server results indicate 78% success for the same samples and settings. (354212)

Workaround: Rely on the Zone Test tool only for preliminary results during zone configuration.

Error While Creating Batch or Viewing Batch Properties

If Kofax Reporting is enabled, the following error may occur during the process of creating a batch or viewing batch properties (362468):

```
Runtime Error! Program <path to>\Bin\Ops.exe
```

Workaround: Use the `<Reporting Enable="n"/>` parameter in `ACConfig.xml` to disable Kofax Reporting, and enter a value of "0".

- 1: Enables Kofax Reporting
- 0: Disables Kofax Reporting

When upgrading to Kofax Capture 10.2.0 from an earlier version, the following occurs:

- If `<Reporting Enable="n"/>` was not previously set, the default value is automatically set to 0 (with Kofax Reporting disabled).
- If `<Reporting Enable="n"/>` was previously set to a value greater than 1, it is converted to 1 (with Kofax Reporting enabled).
- If `<Reporting Enable="n"/>` was previously set to 0 or 1, the value is not changed.

Scan, Validation Processes Still Active After Modules Close

After the Scan or Validation module is closed, the process for each (`scan.exe` or `index.exe`) may remain active in Task Manager. As a result, you cannot reopen either module. This situation occurs only if Kofax Reporting is enabled. (374481)

Workaround: Use Task Manager to end each process manually, and then verify that Kofax Reporting is disabled.

SaveAndSkipField Not Saving Index Field Value from FieldPreProcessing Event

If you programmatically modify an index field value in the `FieldPreProcessing` event and set `e.SkipMode` to `SaveAndSkipField`, the field is skipped during validation and the value is not saved back to the field. (405560)

Workaround: Set the field value in the `DocumentPreProcessing` event instead of the first field's `FieldPreProcessing` event.

Error After Renaming Linked Group

If you rename a linked group in Active Directory and then import batch class and user profile data with the original group name, an error occurs. (542706)

Workaround: If you have access to the database, run the following:

```
exec procDeleteGroup @lProfilePrimaryKey=<duplicate group ID>
```

Advanced OCR Recognition Setting Causes PDF Quality Issue

If you select “Balance accuracy with performance” on the Advanced OCR Recognition Settings - Operation window, PDF quality is adversely affected (distorted, pixelated images). The issue occurs when PDF Image+Text and PDF/A compliance are selected. (551481)

Workaround: On the Advanced OCR Recognition Settings - Operation window, select “Maximize performance” or “Maximize accuracy.”

Misleading Error After Launching Modules at Remote Site with Expired License

If you attempt to launch a Kofax Capture module from a remote site after a 5-day license is expired, the following error appears: (552461)

```
[8080] AcLicClnt: The activation code is not license for use with the currently installed version of Kofax Capture.
```

Workaround: Run the RSA to synchronize and refresh the license.

Web Deployment: Cannot Launch Modules Unless Browser is Restarted

After using the Web Deployment method to install Kofax Capture, an error appears in Internet Explorer if you attempt to launch a module or specify its URL without restarting the browser. (553286)

Workaround: After using Web Deployment to install Kofax Capture, restart the browser.

Some Kofax Values Empty If Export Computer Used Turkish Regional Settings

If batches were exported to a computer where Turkish regional settings were selected, Kofax Values such as {BatchCreationDate} and {BatchCreationTime} were empty. (559721)

Unable to Verify PDF/A-1a or PDF/A-1b Compliance After Export

When a “Kofax PDF Image + Text” recognition profile is selected with PDF/A-1a or PDF/A-1b as the output format, PDF/A-1a or 1b compliance cannot be verified using the Preflight tool in Adobe Acrobat Pro. This issue is reported when the PDF file is exported from a batch

consisting of documents that contain more than 100 pages. Each document includes both color and grayscale images. (566016)

SecurityBoost Conflict with Enhanced Bar Code Engine

If SecurityBoost is enabled, processing may fail in Recognition Server and produce the following error (568684):

```
..., Kofax Capture Recognition Server, <Machine Name> 10.02.0457, , 0, CKfxException:
0x00000212 FPS: Image cleanup failed ( Not Capable ) ( C:\PROGRA~3\Kofax\Capture
\Local\Tmp\Zonal\00000019\BB1B7B18-BB30-486d-89F4-958FE84BDDD2.KFX ). File:
vckimgp.cpp Line: 977 Pkg : 0 Stat: 0x00000002, 0x00000000, 0x00000000,
```

Workaround: Avoid the error by turning off the Enhanced Bar Code Engine: on the Advanced Bar Code Settings window, clear the “Use enhanced engine if licensed” check box.

PDF Output File Sizes Differ with Identical Images

The file sizes for multiple PDF output files may not match, even if they are produced with identical images and settings. Although the file sizes vary, the differences are not significant. (570872)

PDF/A Output Version Inconsistent with Version Selected in Recognition Profile

If you select a PDF output version other than version 1.4 in the recognition profile, the version displayed in the output file is 1.4. This issue occurs when Kofax PDF/A-1a or 1b is selected as the PDF/A compliance format. (571819)

Recognition Engine License Overwritten by KFS 4.1

If you install Kofax Front Office Server 4.1 alongside your Kofax Capture 10.2.0 installation, the recognition engine license is overwritten by an older license. (582597)

Workaround: Restore the current license by installing the Kofax Front Office Server 4.1.0.2 fix pack, or later.

OCR Recognition Results Degraded for Arabic

Batches processed in the OCR Full Text module may produce degraded recognition results for Arabic text. (585240)

Workaround: Increase the resolution for the source images to improve the results. As a general rule, we recommend 400-600 dpi for small text up to 9 pt. and 300 dpi or higher for text that is 10 pt. or larger.

License Server Cannot Connect to Older Kofax Capture License Client

If you attempt to connect to a Kofax Capture 10.2 License Server from an older version of the Kofax Capture license client, the following error occurs (585470):

```
Unable to get license status. The license server may be down or the network may have
problems.
[7001] SALicClnt: Unable to connect to license server. The license server may be down
or the network may have problems.
```

Workaround: In ACConfig.xml on the client workstation, change the License Server port to 3581.

Standard Database Conflict with Kofax Front Office Server 4.0

If you attempt to install Kofax Front Office Server 4.0 on a computer where Kofax Capture 10.1.0 with the Standard database already exists, the installation process does not finish successfully. (SPR00076135)

The following error occurs:

```
Installer is no longer responding.
```

Workaround: Kofax Front Office Server users can resolve the problem by running the Standard Database Installer Utility before starting their installation. The utility is available from the Kofax Front Office Server 4.0 Downloads page on the Kofax website at www.kofax.com.

Reinstalling Language Packs

A new version of a language pack cannot be installed on top of an existing language pack. Newer files are not installed, resulting in a corrupt installation. (100926)

Workaround: Use Control Panel to manually uninstall the existing language pack.

APIRef Folder Path Listed Incorrectly

In the Kofax Capture 10.2 PDF guides, the incorrect path is given to the APIRef folder containing the API References. They are available on your installation media in the Documentation\APIRef folder.

Windows 8: Initialization Error with Production Scanners

On Windows 8, if you attempt to use Kofax Capture 10.1 with a high-volume, production class scanner, the scanner model is not detected successfully. As a result, the following error occurs when you attempt to select the scanner from the Scan module (SPR00148073):

```
Unable to initialize <scanner model>.
```

Workaround: Start Device Manager and do the following:

- 1 Expand "Other devices," and select CGA.

- 2 Right-click and select **Update Driver**, and then select the option to search automatically for updated driver software.
- 3 Select "Always trust software from Kofax," and click **Install**.

The scanner model name now appears under Imaging, and you can use it to scan successfully in Kofax Capture.

Kofax Capture Services May Fail to Start Using Local System Account

The Kofax Capture installation adds `\ImgCtlS\bin` to the System Variable path. Until you restart the computer, the `svchost.exe` for the Local System account does not include `\ImgCtlS\bin` in its path. This prevents the ImageControls DLLs from loading, and the process fails. This applies to the Kofax Capture service and any unattended module that is installed to run as a service using the Local System account. (SPR00048358)

Workaround: Restart the computer after installation or use an account other than the Local System account to run services.

Method Change Not Reflected in Updated Batch Class

If you change the Separation and Form Identification method with the Batch Class Update feature, updated batches do not reflect the new setting. The expected message ("The actual pages per document do not match the expected pages per document") does not appear, and the batch is closed. (SPR00049897)

Bar Code Detection by Recognition Engine Disabled By Default

Previous versions of Kofax Capture detected bar codes at recognition time, but did not present a method to enable or disable detection. For performance reasons, you can now enable or disable bar code detection. However, when you import a batch class from a previous version of Kofax Capture, bar code detection is disabled. To reselect bar code detection, open the batch class and on the Advanced OCR Recognition Settings window - Elements tab, select **Detect bar codes**. (SPR00053976)

Restart of KCN Service Required After Upgrade

After upgrading Kofax Capture on the central site, the KCN Service is not automatically started. Therefore, you must manually restart the service after completing the upgrade. (SPR00054413)

VB6 Components for Import / Export Connectors

Although newer Kofax Capture components are based on .NET rather than VB6, you may still be working with import and export connectors that require certain VB6 components. You can copy any required VB6 components from the following location on your installation media. (SPR00054508)

`Export Connectors\VB6 Components`

You need to register the components after copying them.

Installing Kofax Capture Import Connector - Web Services Displays Error Message

When you install Kofax Capture Import Connector - Web Services (KCIC-WS) when a previous version of KCIC-WS is already installed, the following message appears (SPR00056811):

```
"A newer version of the Kofax Capture Import Connector - Web Services Web Server is already installed on this computer. To successfully complete the operation, the installation CD must be the same version as your current installation. Click OK to exit the installation."
```

Workaround: Uninstall KCIC-WS before you install the current version.