

Kofax VRS Elite

Release Notes

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Chapter 1

About this release

The release notes give you information about using Kofax VRS Elite 5.1.2. Read this document carefully, as it contains information that is not available in other VRS documentation.

Version information

Kofax VRS Elite 5.1.2 is identified by build number 5.1.2.0.0.20170, which appears in the About window in the Kofax VRS Interactive Viewer and in the Administration Console.

System requirements

In addition to the prerequisites listed here, information about supported operating systems and other Kofax VRS system requirements is available in the Technical Specifications document on the Kofax website at www.kofax.com. The document is updated regularly, and we recommend that you review it carefully before installing your product.

Prerequisites

Kofax VRS Elite 5.1.2 requires both of the following:

- .NET Framework 4.5.2 or later
- Visual C++ 2013 Runtime Redistributable (x86) - 12.0.30501

See the *Kofax VRS Elite Installation Guide* for details about how the installer can automatically add these required components during a standalone or server installation. With a client workstation installation, the required components cannot be automatically installed. You must pre-install both components, which are available from the `Media\ISSetupPrerequisites` folder in your Kofax VRS product files.

Although the *Installation Guide* does not explicitly include "2013" in references to the Visual C++ Runtime Redistributable file, please verify that you are using the 2013 version as listed above. All dependencies on Visual C++ 2008 Redistributables are now removed from the product.

Important upgrade issue for client/server installations

In a large-scale client/server environment, you may need to upgrade client workstations in phases, after the server is upgraded to Kofax VRS Elite 5.1.2. As a result, some client workstations may be running version 5.0.x or 5.1.x for a temporary period of time until the upgrade is completed on all workstations.

If your organization plans to upgrade the client workstations in phases, be sure to review the following information related to the Shared Profiles - Auto Profile feature (1211908):

- Training sets created with an earlier version can be used successfully on a 5.1.2 client workstation.
- Training sets created on a version 5.1.2 client workstation cannot be used on any workstation where version 5.0.x or 5.1.x is still running, because the workstation will become unresponsive. (1211908)

Workaround: When working with the Shared Profiles - Auto Profile feature, follow this approach until the upgrade to version 5.1.2 is completed on all client workstations:

- If you create a training set on a version 5.1.2 client workstation, do not publish the training set until all workstations are upgraded to version 5.1.2.
- If you mistakenly publish a training set created on a version 5.1.2 client workstation, resolve the issue by retraining and republishing the data on a client workstation where version 5.0.x or 5.1.x is still installed.

New features

This section gives a summary of each feature that is new to Kofax VRS Elite 5.1.2.

Enhanced installer

The following enhancements are available in the Kofax VRS Elite installer:

- Guided wizard sequence based on your installation type selection (standalone or server). With a server installation, an .msi file is automatically created for use when installing Kofax VRS on client workstations.
- Ability to install the Kofax VRS Server on a Kofax TotalAgility application server.
- Availability of the license agreement and destination folder location from separate installer screens. You can view or print the full license agreement.

Support for Visual C++ 2013 Runtime Redistributables

In this product release, all components are based on Visual C++ 2013 Runtime Redistributables. Dependencies on Visual C++ 2008 Redistributables are removed from the product.

Extended support for bar code properties

The bar code properties for Quality, Height, and Width can be recognized by the Enhanced Bar Code (EBC) engine and included in custom storage strings for use with the Kofax Capture and Kofax Transformation applications. (1199873)

Kofax VRS Test Application (VCDemo) shortcut added

A Kofax VRS Test Application (VCDemo) shortcut is available from the Start menu after you finish the product installation. You can use the Kofax VRS Test Application to test or demonstrate the benefits of Kofax VRS features.

Chapter 2

Resolved issues

This section lists previously reported issues that are resolved when you install Kofax VRS Elite 5.1.2. This product includes the resolved issues introduced in Fix Packs released since version 5.1.1, including all resolved issues introduced in Fix Packs 1-12, along with some of the resolved issues introduced in Fix Pack 13. See the following sections for details.

- [Resolved issues in Kofax VRS Elite 5.1.2](#)
- [Resolved issues in Kofax VRS 5.1.1.13](#)
- [Resolved issues in Kofax VRS 5.1.1.12](#)
- [Resolved issues in Kofax VRS 5.1.1.11](#)
- [Resolved issues in Kofax VRS 5.1.1.10](#)
- [Resolved issues in Kofax VRS 5.1.1.9](#)
- [Resolved issues in Kofax VRS 5.1.1.8](#)
- [Resolved issues in Kofax VRS 5.1.1.7](#)
- [Resolved issues in Kofax VRS 5.1.1.6](#)
- [Resolved issues in Kofax VRS 5.1.1.5](#)
- [Resolved issues in Kofax VRS 5.1.1.4](#)
- [Resolved issues in Kofax VRS 5.1.1.3](#)
- [Resolved issues in Kofax VRS 5.1.1.2](#)
- [Resolved issues in Kofax VRS 5.1.1.1](#)

Resolved in Kofax VRS Elite 5.1.2

This section lists resolved issues introduced in Kofax VRS Elite 5.1.2.

Registry key was deleted during installation

During the installation process for Kofax VRS 5.0.x and 5.1.0, the value for the following registry key was removed: (1188849)

```
HKLM\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Explorer\Shell  
Folders\Common
```

Error while reserving scanner

The following error occurred if you attempted to reserve a scanner (1161822)

```
Cannot load DLL -- reason unknown.
```

Blank page deletion interfered with patch code detection

If blank page deletion and patch code detection were both enabled while using the VRS Test Console to scan, not all patch codes were successfully detected. (1152001)

Prefix added to QR code value

QR codes that included an ECI block were incorrectly decoded as \000026 by the Enhanced Bar Code engine. (963292)

Client installation fails with German regional settings

When the regional settings for Windows were set to German, the VRS 5.1.1 client installation could not be performed successfully. (908853)

Kofax Capture registry path changed after Kofax VRS update

When Kofax VRS 5.0, 5.1, or 5.1.1 was installed on top of an existing Kofax Capture installation, the registry path for Kofax Capture licensing was changed to the wrong location. As a result, the workstation was unable to connect to the Kofax Capture license server. (32993)

Resolved in Kofax VRS 5.1.1.13

This section lists the resolved issues that are included in both Kofax VRS 5.1.1.13 and version 5.1.2. Some issues resolved in Kofax VRS 5.1.1.13 are not included in version 5.1.2, and they are documented in the [Known issues](#) section.

Scan.exe failed when FIPS was enabled

When FIPS was enabled, the Scan module failed after selecting a scan source or the Scan button in a Kofax Capture environment. (1203219, 1200369)

Libxml2.dll issue after installing Kofax VRS 5.1.1.11

After installing Kofax VRS 5.1.1.11, the following error occurred (1195602, 1214502):

```
The procedure entry point "gzdirect" was not found in the DLL "C: \ Program Files (x86) \ Kofax \ Capture \ ImgCtrls \ bin \ libxml2.dll'
```

Unnecessary license prompt

When VRS 5.1.0265 for Fujitsu Scanners was upgraded to VRS 5.1.1.9 or 5.1.1.11, a license prompt appeared, even though a Professional level license was already in place. (1180015, 1214507)

After Windows updates, users prompted to install Kofax VRS

After Windows updates were applied, users were mistakenly prompted to install Kofax VRS when they opened Kofax Capture modules. (966341, 1214503)

Resolved in Kofax VRS 5.1.1.12

This section lists the resolved issues introduced in VRS 5.1.1.12.

Duplicate entries

Duplicate entries for `CSkewDetect.white_bkg_threshold` existed in Fujitsu fi-6800.xml. (1179909)

License unavailable after upgrade

When VRS 5.0.0 for HP Scanners was upgraded to VRS 5.1 or 5.1.1, the Basic level license was not retained. (1179411)

ImageControls error

An ImageControls communications error appeared after the scanner source was loaded. (1175890)

Intermittent error

The following error occurred intermittently (1170006):

```
"An error occurred while scanning or importing - Cannot open file."
```

Closed modules listed in Task Manager

When a VRS Kodak scan source was used with Kofax Capture, closed modules were not cleared from the list in Task Manager. (1170005)

A3 page format not available

The A3 page format was not available when VRS was used with a Canon DR-M16011 scanner with FSU 201. (1166199)

Bar code 128 format not detected accurately

Bar code 128 was not recognized accurately. (1166198)

Imprinter string value incorrect

Kodak i4250: The imprinter string value was not correct. (1165220)

Resolved in Kofax VRS 5.1.1.11

This section lists the resolved issues introduced in VRS 5.1.1.11.

Wrong landscape page size

VCDemo sent the incorrect landscape page size to the IBML ISIS driver. (1156864)

Bar code 128 not read correctly

Bar code 128 was not read correctly, when "Use Enhanced Engine, if Licensed" was activated and the EBC engine was available. (1156779)

Multicore Processing not available

Kodak i5200V / i5600V / N9150 OEM: Multicore Processing was unavailable with CGA scanners. (1152471)

Wrong maximum length for text prefix

Kodak i5200V / i5600V CGA OEM: A text prefix allowed only up to 39 characters for a scanner that supported up to 40 characters. (1152470)

Intermittent error

Kodak 3210 / 3610: Annotation was wrong when the Prefix was empty. (1152469)

Same patch code used for increment and reset values

Kodak i5250V / i5650V: The increment and reset were allowed to use the same patch code. (1152468)

Issue with scanning QR codes

An issue occurred while scanning QR codes. (1152439)

Resolved in Kofax VRS 5.1.1.10

This section lists the resolved issues introduced in VRS 5.1.1.10.

Brightness value did not persist

IBML DS-1210/1155: ImageControls scan source Brightness value always reverted to Level 5. (1121708)

Content of XFA PDF documents was replaced

During import, content of XFA PDF documents was replaced. (1118664)

To resolve the issue, you can enable XFAFORMEXCEPTION by adding a parameter to ModConfig.ini as shown here:

```
[KDLWrapper]
```

```
XFAFORMEXCEPTION=1
```

Invalid value returned by EZTWAIN

EZTWAIN was not returning a valid value. (975284)

Resolved in Kofax VRS 5.1.1.9

This section lists resolved issues introduced in VRS 5.1.1.9.

Error after TotalAgility upgrade

A "TWAIN datasource manager" error occurred after an upgrade from TotalAgility 7.3 to 7.4.1.2. (1121784)

Error while running License Utility

An error occurred during an attempt to run the License Utility. (1120796)

Gamma setting did not work

Kodak i5200V / i5600V CGA OEM: When black and white documents were scanned, the Gamma setting did not work if Automatic Color Detection was enabled. (1113863)

Issue while selecting scan source with scanner cable disconnected

Kodak i5200V / i5600V CGA OEM: If you selected a scan source in the Kofax VRS Test Application (VCDemo) while the USB cable for the scanner was disconnected, VC Demo became unresponsive. (1113861)

Canon: Request to add support for flatbed models

Canon scanners: A request was made to support Flatbed Scanner Units 101, 102 and 201, along with their compatible ADF models. (1113860)

Red-X images while EBC was enabled

Red-X images were returned intermittently when EBC was enabled. (1113859)

Confidence values dropped with multiple Recognition Server instances

Multiple instances of Recognition Server caused confidence values to drop to 0%. (1112965)

Production license incorrectly granted

With VRS 5.1.0265, a Production license was incorrectly granted to the Fujitsu fi-5950C ISIS scanner. (1107929)

Recognition Server unresponsive

The Recognition Server module or service became unresponsive when EBC was enabled in the Recognition profile. (1105889)

Error in Windows application log

VRS-SAL generated an Error-level event in the Windows application log:

```
SalAgentHelper() is being initialized. (1101778)
```

Deskew issue

Image deskew in VRS 5.1.1 did not work the same as it had in earlier versions. (1101121)

Endorser settings ignored by InoTec scanners

Kofax Capture endorser settings were ignored while scanning with InoTec scanners. (1099350)

Black and white images produced in color, grayscale modes

Fujitsu fi-7700s: Black and white images were produced while scanning in color or grayscale mode. (1096598)

Resolved in Kofax VRS 5.1.1.8

This section lists the resolved issues introduced in VRS 5.1.1.8.

Non-administrator could not remove fix pack

A user without Administrator rights was unable to remove a VRS fix pack. (1106395)

Margin settings not enabled for several Canon scanners

The margin settings were not enabled in the .XML file for several Canon scanners.

To resolve the issue, restore the default scanner source by using the Administration Console > Scanner Configuration settings for any of the following scanners (1102539):

- Canon DR-2510C.xml
- Canon DR-2580C.xml
- Canon DR-4010C.xml
- Canon DR-6010C.xml
- Canon DR-6030C.xml
- Canon DR-6050C.xml
- Canon DR-7090C.xml
- Canon DR-7550C.xml
- Canon DR-9050C.xml
- Canon DR-G1100.xml
- Canon DR-G1130.xml
- Canon DR-M160.xml

Certified scanner list not updated

After a Kofax VRS for Fujitsu Scanners installation was upgraded to version 5.1.1, the Fujitsu fi-6130 and fi-6230 models did not appear on the list of certified scanners. (1087389)

Resolved in Kofax VRS 5.1.1.7

This section lists the resolved issues introduced in VRS 5.1.1.7.

Demo stamp applied while EBC engine enabled

After enabling the EBC engine, images scanned with a Kodak i5200V / i5600V were demo stamped in VRS Test Console and Adobe Acrobat 11. (1077131)

Invalid storage format / image combination

An Invalid storage format/image combination was reported. To prevent this issue, add the following tag to KofaxReg.xml (1057520):

```
<HKEY_CURRENT_USER>
. . .
  <SETTINGS>
    <FORMLEARNBINARIZATION Value="1" Type="integer"/>
  </SETTINGS>
</HKEY_CURRENT_USER>
```

Professional license features not available with Canon DR-M260 flatbed

Canon DR-M260: Professional license features were not available when the flatbed option was in use. (978634)

Resolved in Kofax VRS 5.1.1.6

This section lists the resolved issues introduced in VRS 5.1.1.6.

Administration Console unresponsive

When the Exceptions feature was enabled, the Kofax VRS Administration Console became unresponsive. (970190)

Delayed response time after fix pack installation

After VRS 5.1.1.1 was installed, a 60-second delay occurred each time a user action was performed. (962084)

Default images were too dark

When Kofax VRS was used with a Fujitsu fi-7x40 scanner, the default images were too dark. (956605)

Resolved in Kofax VRS 5.1.1.5

This section lists resolved issues introduced in VRS 5.1.1.5.

Administration module closed after scan source switch

In a Windows 10 environment, the Administration module sometimes closed after the scan source was switched. (955565)

Error when default scanner selected

When the Scanner Configuration Utility was used to set the default scanner, an error appeared. (942082)

Profiles list not refreshed on TWAIN interface

The Profiles list on the TWAIN interface was not refreshed after scan profiles were deleted or restored. (905071)

Resolved in Kofax VRS 5.1.1.4

This section lists the resolved issues introduced in VRS 5.1.1.4.

Kofax Import Connector stopped creating batches

Kofax Import Connector stopped creating batches when VRS was enabled. (920671)

Recognition error

The following error occurred when some batches were processed in the Recognition Server module (917828):

```
FPS: Image cleanup failed (Device Is Not Reserved).
```

Resolved in Kofax VRS 5.1.1.3

This section lists the resolved issue introduced in VRS 5.1.1.3.

Imprinter counter failed to reset

After VRS 5.1.1.2 was installed, the imprinter counter was not reset for a new scanning session. (912490)

Resolved in Kofax VRS 5.1.1.2

This section lists the resolved issues introduced in VRS 5.1.1.2.

Cropping issue

When VRS 5.1.1 was used with a Canon DR M260 scanner, a cropping issue occurred when Multicore Processing was enabled. (903527)

PDF conversion failed

During import, PDF conversion to black and white failed for a 300x300 image. (901496)

Edge Fill issue

When the Edge Fill feature was enabled, content was sometimes removed from the image. (901495)

Administration module unresponsive after sample pages added

The Kofax Capture Administration module became unresponsive when sample pages were added to test a form ID zone. (899233)

Imprinter counter numbering was inconsistent

The imprinter counter did not apply numbering consistently to images and documents. (898659)

Error after processing batch with low DPI documents

After processing a batch with low DPI documents, the Recognition Server module reported an error for subsequent batches. (896337)

VRS Deskew library error prevented image import

An error in the VRS Deskew library prevented Kofax Import Connector from importing images. (894812)

Request to change license level

A request was made to change the license level to Desktop for Epson DS-60000 scanners. (894793)

Auto orientation applied incorrectly

When the Auto Orientation feature was enabled, some pages were rotated when rotation was not required. (893845)

Scan process was unresponsive

After a corrupt JPG image was scanned, the Scan process became unresponsive. (890225)

Patch code detection did not work with ISIS applications

Patch code detection was not working with ISIS scan applications when Multicore Processing was enabled. (864536)

VRSCmd.log could not be written to root of C: drive

VRSCmd.log could not be written to the root of the C: drive. (863812)

Resolved in Kofax VRS 5.1.1.1

This section lists the resolved issues introduced in VRS 5.1.1.1.

Outdated CBrdCrop.kpm

For the Canon DR-C240, the CBrdCrop.kpm was out of date.(959930)

Capital 'W' in imprinter strings caused issues

Fujitsu scanners: Imprinter strings containing a capital W character caused VRS to stop scanning with the following error (883437):

```
Invalid endorser string.
```

Request to add separate crop settings for page detection

Page Detection: Request to add separate crop distance settings to each side of an image. (865288)

Licensing issue after VRS installed in Kofax Capture / KTM environment

Installing VRS 5.1.1 in a Kofax Capture 10.0 / KTM 5.5 environment caused problems with the KTM licensing. (864623)

Request for programmatic control of ImageAddress

A request was made to support programmatic control of the ImageAddress with a VRS TWAIN data source. (836777)

Landscape orientation was unavailable

HP 3000 s3: Landscape orientation was unavailable with paper sizes A5, A6, and B6 at 400 or 600 dpi. (836774)

Auto Profile did not provide confidence value

The Auto Profile feature failed to recognize some voter registration and driver license card images with confidence. As a result, the proper scan profile was not applied to the images. (836674)

VRS Elite license not available

After upgrading to VRS 5.1.1, a VRS Elite license was not pulled from License Utility. (835804)

Web Capture Service exception

The Web Capture Service memory operation caused an unhandled exception. (835466)

Request for column in Auto Profile log

A request was made to add a column in the Auto Profile log to list TIFF images and the profile applied to each one. (835462)

Request to select profiles from configurable folders

A request was made to add the ability to select different profiles from configurable folders on the client station. (835457)

Multifeed Auto Resolve message did not appear

Kodak i1190: When a Multifeed exception occurred, the Auto Resolve Manager did not display a message. (835453)

Unescaped ampersand in XML file

Kodak i5850 and Kodak i1190: The XML file contained an unescaped ampersand in a comment value. (835130, 761702)

Request to set fixed DPI for document classification

To improve Auto Profile performance, a request was made for the ability to set a fixed DPI for document classification. (833118)

You can disable this fix by specifying a value of 0 (zero) for Auto Profile DPI in KofaxReg.xml as follows:

```
<Registry>
  <HKEY_LOCAL_MACHINE>
    <SOFTWARE>
      <KOFAX>
        <VIRTUALRESCAN>
          <AUTOPROFILEDPI Value="0" Type="integer" />
```

Flatbed source unavailable to some Kodak scanners

A Flatbed source was unavailable to some Kodak scanners that supported a flatbed add-on. (801293)

Text issue in About window

The text displayed in the About window was not properly formatted after upgrading to VRS 5.1.1 from a VRS OEM. (787440)

Request to enhance installation for component installers

A request was made to extend the patch update feature for VRS 5.1.1 component installers. (768216)

EBC engine unavailable

Even though the Enhanced Bar Code engine is supported for use with a Workgroup license, it was not available for selection on multiple scan stations in a VRS client/server installation. (763713)

Images not stamped in demo mode

The Kofax logo was not stamped on all images when VRS was running in demo mode. (763179)

Prefix affected annotation, endorser text

Fujitsu fi-7180, fi-7160: Annotation, endorser text was wrong when the prefix string included the following characters (760745):

%Y, %T, %0Y, %6Y, %7Y, %8Y, %9Y, %0_Y

Intelligent mail bar code recognition issue

Intelligent Mail Bar Code recognition was not exposed, documented, or working. (89160)

Chapter 3

Known issues

This section gives information about issues you may encounter while using Kofax VRS Elite 5.1.2. Workarounds are provided, as applicable.

Mismatch between scanner profile and scanner model

When processing a batch in a Kofax Capture environment, a Scan module message indicates that the scanner profile is not consistent with the scanner model associated with the scan source. (1214508, 1161595)

Images distorted after import

When importing PDF files, some pages are distorted. (1214506, 1182562)

Endorser, imprinter strings inconsistent with Fujitsu fi-5950

When using Kofax VRS with a Fujitsu fi-5950 scanner, the endorser string does not match the imprinter string. (1214505, 1193618)

Default theme not selected after upgrade

After upgrading to Kofax VRS Elite 5.1.2 from version 5.1 or 5.1.1, the default theme may not be applied the first time you open the VRS Interactive Viewer. (1214498)

Workaround: The default Office 2010 Blue theme is applied successfully if you do the following:

- Close the VRS Interactive Viewer and the scan application.
- Restart the scan application and the VRS Interactive Viewer.

Client/server upgrade issue

When performing an upgrade in a large-scale client/server environment, a potential issue exists if your organization works with the Shared Profiles - Auto Profile feature. For details, see [Important upgrade issue for client/server installations](#). (1211908)

Online help issue with Microsoft Edge on Windows 10

If you use Microsoft Edge to access the online help for Kofax VRS or the VRS Test Console on a Windows 10 operating system, context-sensitive links may not work. As a result, the help opens to the Welcome topic instead of the topic directly related to the feature you are using. (1208530)

Workaround: Instead of Microsoft Edge, set the default browser to Internet Explorer, Chrome, or another browser.

Error occurs while Training mode is enabled

When Training mode is enabled for use with the Auto Profile feature, the following error appears after you scan a page, click Train, and attempt to continue scanning (1206587):

```
Kfx Data Source Error
```

```
KFX Error Code: KER_OPEN
```

This issue occurs if the Kofax Software VRS - TWAIN scan source is selected for use with the Kofax TotalAgility Thin Client, or with another TWAIN application.

Unclear message appears when installer is stopped

If you attempt to install Kofax VRS Elite 5.1.2 on an operating system that does not meet the minimum requirements, the installation is stopped and the following message appears (1206582):

```
The operating system is not adequate for running Kofax VRS
```

Workaround: Update the operating system according to the requirements in the *Kofax VRS Technical Specifications* document on the Kofax website at www.kofax.com, and then restart the installer.

GetBarEBC returns wrong result

After switching from the Enhanced Bar Code (EBC) engine to standard bar code recognition, and then switching back to EBC, the "GetBarEBC" no longer works successfully. For example, it returns "False" when it should return "True." (1194658)

TIFF file size limitation

Kofax VRS can process a TIFF file successfully if it is not larger than 2 GB. If you attempt to process a file that exceeds the maximum file size, the following error appears:

```
Bad handle or unable to access data with handle.
```

Files from early Kofax VRS version cause upgrade to fail

If you attempt to install Kofax VRS 5.1.2 in a Kofax Capture 11 environment, the process may fail if you originally upgraded from Kofax Capture 8.0 to Kofax Capture 10, followed by the upgrade to Kofax Capture 11.

In this situation, files from Kofax VRS 4.2 (included with Kofax Capture 8.0) may conflict with newer files in your environment. As a result, the following message may appear during the upgrade to Kofax VRS 5.1.2 and cause it to fail (1082924):

```
The installer cannot continue due to conflicts or corrupt files in the existing Kofax VRS installation. Please contact Kofax Technical Support for assistance.
```

Workaround: You can resolve the issue by uninstalling Kofax VRS 4.2 before restarting the upgrade.

1. Open an elevated Command Prompt with Administrator privileges and run the following command:

```
msiexec.exe /x{6A35E74B-68AD-4054-B93A-FEB7B687114C}
```
2. After the command is run successfully, restart the Kofax VRS 5.1.2 installer.

Imprinter turned off after scanning

Kodak Ngenuity 9090: After scanning a batch in Kofax Capture using a scan profile with an imprinter string, the imprinter function is turned off. (890505)