

Kofax Communications Manager

Technical Specifications

Version: 5.3.1

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About Kofax Communications Manager technical specifications

Kofax Communications Manager is an enterprise class solution that empowers business users to easily create and manage communications and documents, such as policies, claims, bank statements and other business correspondence across multiple channels, with minimal IT effort. It does this by generating relevant and personal outbound communication and documents and delivers it through e-mail, print, portal and other channels. The technical specifications in this document are specific to Kofax Communications Manager, version 5.3.1.

This document provides the requirements for the following parts:

- Kofax Communications Manager, server side;
- Kofax Communications Manager, content editors; and
- Kofax Communications Manager, users.

Product requirements

Kofax Communications Manager, server side

This part is the software that runs on a server to provide the content management and document composition capabilities of Kofax Communications Manager.

Specification	Description
Hardware	We recommend 4 CPUs, at least 4 GB of RAM and 50 GB or more free hard disk space. If the Batch & Output Management components will be used, then the required free disk space increases to at least 200 GB. ¹
Server Operating Systems	<ul style="list-style-type: none">• Microsoft Windows Server 2008 R2;• Microsoft Windows Server 2012;• Microsoft Windows Server 2012 R2;• Microsoft Windows Server 2016; or• Microsoft Windows Server 2019. <p>Note that deployment of the server side on a client version of Microsoft Windows is not supported.</p>

¹ The actual required disk space is dependent on the number of requests processed by the Batch & Output Management components.

Specification	Description
Web Servers/Web Application Servers	<p>Tomcat 7.0 (64-bit); Tomcat 8.5 (64-bit); or Tomcat 9 (64 bit).</p> <p>Tomcat should be installed using the Windows installer. The Service Startup option should not be checked during installation.</p>
DBMS	<ul style="list-style-type: none"> • Microsoft SQL Server 2012; • Microsoft SQL Server 2014; • Microsoft SQL Server 2016; • Microsoft SQL Server 2017; • Oracle 11g; or • Oracle 12c. <p>If Microsoft SQL Server is used as the database, then SQL Server Command Line Utilities have to be installed as well if the database is not installed locally.</p>
Required 3rd Party Technologies	<ul style="list-style-type: none"> • A version of the .Net Framework 4.x that is in support by Microsoft; • Java Runtime Environment 8 (64-bit); • Powershell V2 and onwards; • Microsoft Visual C++ 2010 Redistributable Package; • Microsoft Visual C++ 2015 Redistributable Package.
Word Processor Support	<ul style="list-style-type: none"> • Microsoft Word 2010 (64-bit); • Microsoft Word 2013 (64-bit); • Microsoft Word 2016 (64-bit); or • Microsoft Word 2019 (64 bit). <p>Note that Microsoft Word has to be installed including VBA support.</p>

Specification	Description
Compatible Kofax Software	<ul style="list-style-type: none"> • Kofax TotalAgility 7.4.0; • Kofax TotalAgility 7.4.1; • Kofax TotalAgility 7.5; • Kofax TotalAgility 7.6; • Kofax SignDoc 2.0; • Kofax SignDoc 2.0.1; • Kofax SignDoc 2.1; and • Kofax SignDoc 2.2.
Virtual Systems	<p>You can deploy Kofax Communications Manager on virtual machines running on operating systems mentioned above. The virtual environments must be correctly configured.</p>
Virus Scanners	<p>Virus scanner activities can have adverse effect on Kofax Communications Manager environments, resulting in reduced performance or termination of critical transactions.</p> <p>To avoid disruption to operations, you must verify the effective range of virus scanner activity so that there is a minimum impact on Kofax Communications Manager environments.</p>
Supported font formats for Batch & Output Management	<ul style="list-style-type: none"> • TrueType; and • OpenType

Kofax Communications Manager, content editors

This part describes what editors need to maintain the content used for document composition in Kofax Communications Manager.

Specification	Description
Client Operating Systems	<ul style="list-style-type: none">• Microsoft Windows 7 (32-bit or 64-bit);• Microsoft Windows 8.1 (32-bit or 64-bit); or• Microsoft Windows 10 (32-bit or 64-bit).
Word Processor Support	<ul style="list-style-type: none">• Microsoft Word 2010 (32-bit or 64-bit);• Microsoft Word 2013 (32-bit or 64-bit);• Microsoft Word 2016 (32-bit or 64-bit); or• Microsoft Word 2019 (32 bit or 64 bit).
Webbrowser Support	<ul style="list-style-type: none">• Internet Explorer 11 (32-bit or 64-bit)<ul style="list-style-type: none">◦ Installing the optional ActiveX control for Microsoft Word integration requires the .Net Framework 3.5.• Microsoft Edge• Recent versions of Google Chrome• Recent versions of Firefox
Languages Supported	<p>The Designer for Web (excluding the Content Wizard and Form editors), as well as the Designer for Web User Guide, is available in the following languages:</p> <ul style="list-style-type: none">• English;• Dutch;• French;• German;• Italian;• Brazillian Portuguese;• Spanish; and• Japanese.

Kofax Communications Manager, users

This part describes what end-users need to interactively compose documents with Kofax Communications Manager with ComposerUI for HTML5.

Specification	Description
Webbrowser Support	<ul style="list-style-type: none">• Internet Explorer 11 (32-bit or 64-bit);• Recent versions of Firefox;• Recent versions of Google Chrome; or• Microsoft Edge.