

Kofax Capture

10.0.0

Release Notes



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Release Notes

These release notes include instructions about the following regarding Kofax Capture:

- New Features
- Changes in Behavior
- Resolved Problems
- Known Problems
- Additional Resources

Please read these notes carefully because they contain information that is not included in the Kofax Capture documentation.

Content Changes

The table below provides information about changes to these release notes that were made since their initial posting to the Kofax Web site.

Date of Change	What Changed
September 08, 2011	Added known issue for SPR00094798.
October 10,2011	Added information about reinstalling language packs

New Features

This release provides the following new product features. For more detailed information on the features, see the documentation.

Updated User Interface

Kofax Capture's new look and feel was created to provide a more comfortable user interface with easy access to common operations.

Administration Module User Profile Management

You can separate User Profile management from other administrative functions by allowing or restricting user and group access to the Administration module.

Batch Filtering

With batch filtering, you can quickly find batches and take action. You can filter batches in the Batch Manager, Quality Control, Scan, Validation and Verification modules. You can filter by:

- Batch name
- Batch class
- Queue
- Status
- Priority
- Has error
- Station ID
- Batch creation date/time
- Scan station ID
- Scan user
- Batch Field (not available if batches are stored in an Standard database).

Field Type Values

In the Administration module, you can rename existing field type values or select a file that contains the list of values to import.

Improved Bar Code Page Separation

The bar code separation option has additional options for document separation based on standard text matching with search text. You can also select regular expression characters and base the recognition confidence on regular expression matches.

Kofax Capture in a Web Browser

Kofax Capture can be installed within an Internet Web browser such as Internet Explorer. An Internet Web Browser installation eliminates the need for an administrator to push an MSI-based installation to each client workstation and allows you to start and use Kofax Capture from your Web application.

Language Packs

Use language packs to set the language that is available on your workstation for localized Kofax Capture versions. This release contains new language packs (Spanish, French, Italian), in addition to some improvements in the German language pack. Be sure to uninstall the existing German language pack before installing the updated version.

Customized Language Pack Deployment to Workstations

By default language packs are not installed on workstations. If you want to deploy language packs to a workstation, you must copy the language packs from the `\Kofax Capture\Updates` folder to the workstation and execute each patch file.

Alternatively you can copy the entire `\Kofax Capture\Updates` folder from the ISO to the Capture server `WrkInst\` folder (the `Updates` folder does not already exist) before installing the workstation.

Support Locale Format

This feature makes it possible to have index values formatted to match the custom locale in the Regional and Language setting on a workstation. Only the following data types support this feature: Date, Decimal, Double, Float, Integer, Numeric, Real, SmallInt, and Time.

Changes in Behavior

The following features function differently than they did in previous versions.

Web Deployment for Language Packs

By default the Web deployment application installs all available language packs. If you want to install only a specific subset of language packs, you must first delete the language packs that you do not want from the `KCWebDeploy` folder that you copied from the Kofax Capture installation media to a virtual directory on the Web server. For example if you don't want German, delete the `Capture 10.0 Lang German` folder and its contents.

Note You must delete the unwanted language packs **before** you run “`KCWebdeploy.exe`” followed by “`Setup.exe -URL=<my url>`”. If you run “`KCWebdeploy.exe`” first and then delete the language packs, the setup application will generate an error.

Reinstalling Language Packs

If, for any reason, you need to reinstall a language pack, you must first manually uninstall your current language pack via the Windows Control Panel. Failure to do this will lead to an unsuccessful installation.

Resolved Problems

The following issues that were reported for a previous version of the product were fixed in this release.

Recognition Server Failed to Obtain EBC License

The Recognition Server failed to obtain an EBC license if the Scan or Quality Control module was running on another workstation. Recognition now acquires and holds the license for the life of the process. (SPR00054896)

Scan, Quality Control, and Recognition Modules Failed to Check for EBC License

Scan, Quality Control, and Recognition modules failed to check for an EBC license if it was previously not acquired. For example, if Recognition failed to acquire an EBC license, it will not check again for the EBC license even though it may be available again while the process is still running. Modules now acquire the EBC license when needed and release the license when no longer needed. (SPR00056661)

Known Problems

This section contains information about potential problems that you could encounter while using Kofax Capture. These problems are organized by product feature, and workarounds are provided as applicable.

Upgrading to Kofax Capture 10 Breaks Kofax VRS 4.5 OEM License

When upgrading from Kofax Capture 9 (with a Kofax VRS 4.5 OEM version installed) to Kofax Capture 10, the Kofax VRS 4.5 OEM license is overwritten. This causes the Kofax VRS 4.5 OEM version to place a watermark on all images. (SPR00092261)

Workaround For detailed information refer to the technical support knowledge base at www.kofax.com in the Support area, QAID numbers 15831 and 14245.

Custom Modules and Panels Are Not Registered After Upgrade

When upgrading from a localized version of Kofax Capture 8 or 9 to Kofax Capture 10, registration for existing custom modules or custom panels is lost. This happens because the entries are under a localized version of the registry key `Ascent Capture - Administration` where "Administration" in the key has been localized into, for example, German. (SPR00095465)

Workaround Uninstall and reinstall the custom module or panel. Alternatively you can change the following registry key to remove the localization. For example change `Ascent Capture - Verwaltung` to `Ascent Capture - Administration`.

Registry key: `HKLM\Software\Kofax Image Products\Ascent Capture\3.0`

Note Instead of editing the registry, for Kofax Transformation Modules you can re-register in the custom module manager in the Administration module.

Similarly, for Kofax Front Office Server, you can `regascex` to register from the command line instead of editing the registry. For example, run `regascex /f kfxadmin.aex`.

Updated German Language Pack

An updated version of the German language pack is included in this release. Before updating be sure to uninstall the current language pack first. (SPR00091232, SPR00091233, SPR00091234)

Reinstalling Language Packs

A new version of a language pack cannot be installed on top of an existing language pack. Newer files will not be installed, resulting in a corrupt installation. (SPR00095163)

Workaround You must manually uninstall the existing language pack via the Windows Control Panel.

Unattended Modules Running in Browser Leave Batches in an In-Progress State

When unattended modules are run inside an Internet Web browser with batches in-progress and the user closes the browser, batches are left in-progress and do not finish processing. (SPR00088162)

LocaleName is returned as “de-DE” instead of “de”

When German is selected, the `Kofax.SDK.CaptureInfo.CaptureInfo.LocaleName` function returns “de-DE”. This behavior differs from the documented behavior. (SPR00094565)

Kofax Transformation Modules Thin Client Server Installation Fails to Recognize Kofax Capture 10

The installation of the Kofax Transformation Modules – Thin Client Server fails because it cannot recognize that Kofax Capture has already been upgraded to version 10. To avoid this situation, install Kofax Transformation Modules on top of Kofax Capture 9.x before upgrading to Kofax Capture 10.

Note This approach only applies to an upgrade. With a clean (first time) installation of Kofax Capture 10, the only way to avoid this error is to make some changes to the Windows registry. Refer to your Kofax Transformation Modules documentation for details.

(SPR00093667)

If the Help Displays No Content

If you open the Kofax Capture Help and content does not display, and you see a message about blocked content, your Internet Explorer security settings need a simple adjustment. To adjust Internet Explorer so that Help displays, from the browser open Internet Options to the Security tab, and add “about:internet” to the Trusted sites. (SPR 00056709)

Kofax Capture Services May Fail to Start Using Local System Account

The Kofax Capture installation adds `... \ImgCtrls\bin` to the System Variable path, but until the computer is restarted the `svchost.exe` for the Local System account will not have this in its path. This disables the image control DLLs from loading, and the process fails. This applies to the Kofax Capture service and any unattended modules installed to run as a service using the Local System account. (SPR 00048358)

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

If Method is Changed, Updated Batches Do Not Contain the New Setting

If the Separation and Form Identification method is changed with the Batch Class Update feature, updated batches do not contain the new setting. Note that the expected “The actual pages per document does not match the expected pages per document. Continue?” message is not displayed and the batch closes. (SPR 00049897)

Bar Code Detection By the Recognition Engine Is Disabled By Default

Previous versions of Kofax Capture detect 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, for performance reasons, bar code detection is disabled. To re-enable bar code detection, open the batch class and from the Advanced OCR Recognition Settings Dialog Box - Elements Tab, select "Detect bar codes". (SPR 00053976)

Restart of KCN Service Required After Upgrade Installation

After an upgrade installation on a Kofax Capture central site, the KCN Service is not automatically started. Therefore, you must manually restart the service at the end of an upgrade installation. (SPR 00054413)

Some Export Connectors Require VB6 Components

Export connectors may require certain VB6 components when assigned to a document class. Any required VB6 components need to be copied from the following location and registered.

```
<Installation location>\Export Connectors\VB6 Components\
```

(SPR 00054508)

Scanner Configuration Utility Icon Installed to Kofax VRS Program Group

When you perform an MSI installation, the icon for the Scanner Configuration Utility is found in the Kofax VRS program group instead of the Kofax Capture program group. (SPR 00054829)

SQL Server Express Installation Issue If Kofax Capture Is Installed Using the MSI

If Kofax Capture is installed with the MSI installer to a non-standard database, you will not be able to manually install SQL Server Express later by executing `setup.exe/installdb`. The following error occurs and the installation fails. (SPR 00055024)

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

Oracle Server on Different Domain Causes Transfer Problem

If the Oracle client is configured to use NTS authentication (the default), Kofax Capture may have trouble communicating with the Oracle database if your Oracle database server resides on a different domain than Kofax Capture. You can resolve this issue by disabling NTS authentication for the Oracle clients. (SPR00056251)

To disable NTS authentication you must edit the `sqlnet.ora` Oracle property file on each Kofax Capture machine. The `SQLNET.AUTHENTICATION_SERVICES` property specifies which authentication service to use. Set the property to `(NONE)`:

```
SQLNET.AUTHENTICATION_SERVICES = (NONE)
```

The Oracle property file can be found at the following locations:

```
<Installation location>\product\10.2.0\client_1\network\ADMIN\sqlnet.ora
```

```
<Installation location>\product\11.1.0\client_1\Network\Admin\sqlnet.ora
```

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 displays:

“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.” (SPR 00056811)

Workaround Uninstall your existing version of KCIC-WS before installing the current version.

Moving to IBM DB2 Causes an Error

If you attempt to move the Kofax Capture 10 database to IBM DB2 and you receive an error stating “The statement is too long or too complex,” the heap size (STMHEAP) for the database is probably too small. Set the heap size to 10240 and try again. Refer to your IBM documentation for information on changing the heap size. (SPR 00089036)

Note If you are upgrading to Kofax Capture 10, be sure to confirm that the heap size is a minimum of 10240 before you perform the upgrade.

Separation Not Reliable When Search Text Needs to Match the Beginning of the Bar Code

If the user enters the correct search text and has regular expressions off, separation fails at scan time. However if the first character of the search text is omitted, separation is successful. This only occurs in tests that use a bar code based profile.

(SPR00094691).

Workaround Omit the first character of the search text. For example, if the search text is supposed to be “book”, use “ook” instead. Alternatively, enable regular expressions.

Zone Test Incorrect When Search Text is Used as a Regular Expression

If the user enters incorrect search text and has regular expressions enabled, the zone test incorrectly reports successful separation even though the text results are blank. This only occurs in tests that use a bar code based profile. (SPR00094689)

Workaround Since this issue only occurs when using the zone test feature in the Administration module, perform a runtime test to ensure that separation works as expected.

Script Pre-document Processing Fires too Early

In the Verification module, the validation script pre-document processing fires before the document is loaded leading to exceptions when it tries to access objects that do not yet

exist. Any validation scripts used by the Verification module that rely on this event will fail. (SPR00094704)

Workaround This issue only occurs in Verification, so the issue can be avoided by changing the validation script called by the Verification module to avoid using this event.

Upgrading to Kofax Capture 10 for MarkView Users

When using scan time bar code separation that matches via a regular expression, the value from the special batch field (Kofax.MarkView.BarCodeSepSearch) is not automatically copied to the separator profile when MarkView users upgrade to Kofax Capture 10. (SPR00094798)

Workaround You must manually specify the search text for the bar code separator, which is:
`^(CP|DT)ID-`

Put this regular expression in the "Search Text" field in the "Custom Separation and Form Identification Profiles" window.

Additional Resources

This section gives information about Kofax Capture resources that are available to assist you in using Kofax Capture.

Related Documentation

In addition to release notes, the Kofax Capture documentation set includes the following:

- *Kofax Capture Help*: Gives you online product assistance, including step-by-step procedures and details about the user interface.
- *Kofax Capture Installation Guide*: Provides instructions for installing Kofax Capture and Kofax Capture Network Server. In addition, it contains information about planning your installation, certified operating systems and other system requirements, and important installation notes.
- *Kofax Capture API Reference Guide*: Contains the details of each API library needed to customize Kofax Capture. This guide is designed to be used along with the Kofax Capture Developer's Guide as the primary tools for customization development.
- *Kofax Capture Administrator's Guide*: Provides information about setting up and configuring Kofax Capture.
- *Kofax Capture Developer's Guide*: Provides guidance information about customizing Kofax Capture and instructions to do so.

Training

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

Getting Help for Kofax Products

Kofax regularly updates the Kofax Support site with the latest information about Kofax products.

To access some resources, you must have a valid Support Agreement with an authorized Kofax Reseller/Partner or with Kofax directly.

Go to <http://www.kofax.com/support> for:

- Access to product knowledge bases
Click **CAPTURE: SUPPORT KNOWLEDGE**.
- Access to the Kofax Customer Portal (for eligible customers)
Click **CAPTURE: SUPPORT INTERACTIONS** and log in.
To optimize your use of the portal, go to the Kofax Customer Portal login page and click the link to open the *Guide to the Kofax Support Portal*. The guide describes how to access the portal, what to do before contacting the support team, how to open a new case or view an open case, and what information to collect before opening a case.
- Product information and release news
Click **Product** and select a product name and version.
- Downloadable product documentation
Click **Documentation** and select a product name and version.
- Access to support tools
Click **Tools** and select the tool to use.
- Information about the support commitment for Kofax products
Click **Options** and select **Kofax Support Commitment**.

Use these tools to find answers to questions that you have, to learn about new functionality, and to research possible solutions to current issues.

