

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 5.1.1. Read this document carefully, as it contains information that is not available in other VRS documentation.

Version information

Kofax VRS Elite 5.1.1 is identified by build number 5.1.1.0.0.1619, which appears in the About window in the Kofax VRS Interactive Viewer and in the Administration Console.

.NET Framework 3.5.1 requirement

As noted in the installation guide, Microsoft .NET Framework 3.5.1 must be installed and activated for Kofax VRS Elite 5.1.1 to work properly. The Kofax VRS Elite 5.1.1 installer checks to determine if .NET Framework 3.5.1 already exists, and if not, it is automatically installed and activated for you.

Important In some highly secure environments, automatic installation and activation of .NET Framework 3.5.1 may fail with the following error:

```
Microsoft .NET Framework 3.5 SP1 is not installed. You must install .NET Framework 3.5 SP1 before installing VRS.
```

In this situation, you can manually install and activate .NET Framework 3.5.1 by doing one of the following:

- Use the Control Panel to select **Programs and Features > Turn Windows features on or off > Microsoft .NET Framework 3.5.1**.
- Open a Command Prompt window with elevated administrative privileges and run this command:

```
"DISM /Online /Enable-Feature /FeatureName:NetFx3 /All"
```

Turn off User Account Control before VRS installation or removal

The English installation guide instructs you to turn off User Account Control (UAC) before installing or removing Kofax VRS Elite. Although the same instruction does not appear in the installation guides for other languages, it must be followed to ensure a successful result. The installation guides for other languages will be updated in a future product release.

New features

This section gives a summary of each feature that is new to Kofax VRS Elite 5.1.1.

Support for Windows 10, Windows Server 2016

In this product release, support for Windows 10 is added. Check your scanner manufacturer's Web site to determine if the driver for your scanner is compatible with Windows 10, because support may vary from one manufacturer to another. For more information about Kofax VRS Elite system requirements, see the Cross Product Compatibility Matrix on the Kofax Web site at www.kofax.com.

Also, Windows Server 2016 is supported for use with the VRS license server.

Improved update mechanism

This product version supports the ability to install future VRS fix pack updates using an executable installer.

Programmatic imprinter support for VRS TWAIN data source

Programmatic controls are available for setting the imprinter string through the VRS TWAIN data source. As a result, the VRS TWAIN data source supports the ability to read or set the imprinter string (MSG_GET or MSG_SET) using the extended image information (TW_EXTIMAGEINFO).

Multicore processing support for Desktop, Workgroup scanners

Multicore image processing is now available for use with Desktop and Workgroup scanners. As before, multicore image processing is also available for Production scanners.

Silent installation instructions documented

Instructions for performing a silent installation are documented in the *Kofax VRS Elite Installation Guide*. During a silent installation, no manual user entries are required. (700389)

Note The English installation guide mentions that a silent installation must be performed from an elevated Command Prompt that has administrator privileges, while the guides for other languages are less explicit in describing the Command Prompt. In a future product release, the installation guides in every language will be updated with the same level of detail.

Changes in behavior

This section gives information about product changes in Kofax VRS Elite 5.1.1.

Retired scanners

Support for the following scanners is discontinued in Kofax VRS Elite 5.1.1, and they are not listed on the Scanner Configuration screen.

- Avison AV220
- Avison AV220C2+
- Avison AV320
- Avison AV3300
- Bowe Bell+Howell 730DC FB
- Bowe Bell+Howell 1200
- Bowe Bell+Howell 1400
- Canon DR-2080C
- Canon DR-3060
- Canon DR-3080C
- Canon DR-3080CII
- Canon DR-5080C
- HP ScanJet 7000
- HP ScanJet 7800
- HP ScanJet 8290
- HP ScanJet 8300
- HP ScanJet N7710
- HP ScanJet N8400
- Kodak i50
- Kodak i55
- Kodak i60
- Kodak i65
- Kodak i80
- Kodak i150
- Kodak i160
- Kodak i250
- Kodak i260
- Kodak i280
- Panasonic KV-S2025C
- Panasonic KV-S2045C
- Panasonic KV-S2065W
- Panasonic KV-S6050W
- Panasonic KV-S6055W
- Ricoh IS-01
- Ricoh IS-330
- Ricoh IS-760

- Visioneer Strobe XP 200

Scanners not yet supported

Some scanners certified for Kofax VRS 5.1.0 are not yet supported for use with Kofax VRS Elite 5.1.1, and they are not listed on the Scanner Configuration screen. Kofax VRS Elite 5.1.1 support for these scanners will be added in an upcoming fix pack.

- Kodak i5250
- Panasonic KV-S8147
- Panasonic KV-S8127
- Panasonic KV-S8120
- Panasonic KV-S8130
- Panasonic KV-S8150
- HP ScanJet 3000 S3
- HP ScanJet 5000 S4
- HP ScanJet 7000 S3

Obsolete libraries

Kofax VRS Elite 5.1.1 does not install or use the following 16-bit libraries, which are now obsolete. When upgrading to Kofax VRS Elite 5.1.1 from an earlier version, existing copies of these libraries are removed automatically (with the exception of the system files noted on the list).

- PIXPCZ.DLL
- PIXPNR.DLL
- Twain.dll*
- Twunk_16.exe*

* *System files that are not removed by the VRS 5.1.1 installer*

DataLogics 7.0 and 9.0 libraries

- DL70ACE.dll
- DL70AdobeXMP.dll
- DL70AGM.dll
- DL70ARE.dll
- DL70AXE16SharedExpat.dll
- DL70AXE8SharedExpat.dll
- DL70BIB.dll
- DL70BIBUtils.dll
- DL70CoolType.dll
- DL70JP2KLib.dll
- DL70PDFL.dll
- DLI_PDFL70.dll
- DL91PDFPort.dll
- DL91pdfsettings.dll

- DLI_PDFL91.dll
- DL91ACE.dll
- DL91AdobeXMP.dll
- DL91AGM.dll
- DL91ARE.dll
- DL91AXE8SharedExpat.dll
- DL91BIB.dll
- DL91BIBUtils.dll
- DL91CoolType.dll
- DL91JP2KLib.dll
- DL91PDFL.dll

Default value changed for JPEG Compression

In the Scanner Configurator settings for JPEG Compression, the default value for TIFF JPEG Style is now Technical Note 2, which is compatible with the TIFF Technical Note 2 specification for storing image data. The change improves the ability to view color and grayscale TIFF images in Windows Photo Viewer and other applications. (742829)

If you have a requirement to use Kofax Classic as the default value, you can update the value from the Scanner Configurator, or use the kofax200.ini file to specify the value:

- Kofax Classic: `TIFF_JPEG_Style=1`
- Technical Note 2: `TIFF_JPEG_Style=2`

Chapter 2

Resolved issues

This chapter lists previously reported issues that are resolved when you install Kofax VRS Elite 5.1.1.

Note Some issues that were resolved in Kofax VRS 5.1.0 are not included in Kofax VRS Elite 5.1.1, and they will be added in an upcoming product update. To view the list, see [Exclusions](#).

Exception during import of large PDF files

When large PDF files were imported, the following error occurred intermittently (764320):

```
System.Runtime.InteropServices.COMException (0x800706BE): Automation error. The remote procedure call failed. at Kofax.AscentCaptureModule.BatchClass_2.ImportFile(String strFileName)
```

Back side images not cropped correctly

When the VRS Auto Crop feature was used with an HP ScanJet 7000 to scan double-sided pages, the back side images were not cropped correctly. (755064)

Settings unavailable after component installer added

After a component installer was added to a Kofax VRS Elite 5.1.0 installation, several settings were no longer available from the Image Quality tab in the VRS Interactive Viewer. This issue occurred when the VRS Interactive Viewer was accessed from a TWAIN interface. (736741)

Characters shifted if JBIG2 compression was applied during PDF generation

When JBIG2 compression was selected, text characters were intermittently shifted in the PDFs produced by the Kofax Capture PDF Generator module. As a result, some characters were moved to unexpected locations within the PDF files. (732266)

Page size selection list incomplete

When VRS was used with a Kodak i4200 scanner in a Kofax TotalAgility environment, the paper size selection list on the scan interface did not display all of the supported page sizes. Only the A5, A6 and B6 sizes were listed. (713806)

License level error reported for some Fujitsu scanners

Even though a VRS 5.1.0 Desktop license was in place for a Fujitsu fi-7160, fi-7180, fi-7260, or fi-7280 scanner, an error indicated that a Workgroup license was required and that a demo stamp would be applied to images. (707223)

Hole Fill feature altered bar codes near bottom of page

When the Hole Fill feature was selected, it altered bar codes that were located near the bottom of a page. (701094)

Scan module intermittently unresponsive

When Kofax Capture was used with some versions of VRS 5.1.0, the Scan module became intermittently unresponsive. (700570)

Hidden character in Code 128 bar code results

When the standard bar code engine was used to process Code 128 bar codes, the FNC1 (Function Code One) hidden character was included in the results. (698613)

To prevent the hidden character from being included in the results, you can set the following value in KBarMode.ini:

```
IncludeFNC1=1
```

When the value is set to 0, the hidden character is included in the results.

EAN 128 bar codes partially recognized

When the standard bar code engine was in use, EAN 128 bar codes were only partially recognized. (694996)

Kodak i4x50: Maximum length for imprinter string ignored

Although Kodak i4x50 scanners supported an imprinter string of up to 40 characters, no more than 20 prefix characters and 9 counter characters were allowed. (694876)

VRS Test Console unresponsive

If FIPS was enabled, the VRS Test Console application became unresponsive when it was used with a Kodak 3210 scanner. As a result, an error occurred when you attempted to start scanning. This issue was also reported with an HP ScanJet 7000 S2 scanner. (694027)

Kodak scanners produced false Cover Open errors

When Kofax Capture was used with Kodak scanners, Cover Open errors sometimes appeared, even though the scanner cover was closed. (693495)

Bad width or length error during PDF import

The following error occurred during the process of importing a PDF file (690755):

```
Error 20073 - Bad width and/or length specified
```

Poor image quality results with some Canon scanners

Poor image quality results were reported when the default VRS settings were used to scan with the following Canon scanner models: DR-6010C, DR-5050C, and DR-7580C (690754)

Demo stamps applied when Multicore setting enabled

When scanned images were sent to Quality Control as the result of the QC Later feature in Kofax Capture, a Demo stamp was applied to them if the VRS Multicore feature was selected. (690748)

Reversed or inverted image produced when saving uncompressed TIFF files

If an uncompressed TIFF sample image was imported and saved as a PDF/uncompressed or PNG storage format, a reversed or inverted image was produced. (690746)

Multifeed Intervention did not work correctly

When Multifeed Intervention was enabled for use with a Kodak i3400, the option to replace the misfed image did not work correctly. (689970)

Counter value not applied for annotation

After an upgrade from Kofax VRS Elite 5.0 to version 5.1, the correct counter value was not applied for annotation, even though the endorser printed the value successfully. This issue occurred when Kofax VRS Elite was used with a Kodak i5200 scanner. (689969)

Imprinter string length error issued incorrectly

With a Kodak i5800 scanner, an error related to the imprinter string length occurred even though the string was valid and did not exceed the maximum allowed value. (689956)

License level listed incorrectly as Workgroup on About window

When VRS was installed with a Basic level license, a level license was listed incorrectly as Workgroup on the About window. (689953, 347708)

Error during PDF import

The following error occurred during the process of importing a PDF file (689919):

```
Error 55 - File already Open
```

Memory leak with import connector

When the Kofax Import Connector was used with VRS, a memory leak occurred. (689918)

Kodak i5600V did not crop at Maximum size

If you used a Kodak i5600V and selected Continuous Sheet scanning for use with pages that exceeded 25 inches in length, they were not cropped. This occurred during black and white duplex scanning at 200 dpi with the Maximum paper size selected. (689911)

PDF files with metadata rotation produced inaccurate results

If you imported PDF files with the metadata rotation value set to 180 or 270, the output image was skewed. (689910)

Images skewed, blurred after import

When PDF images were imported into Kofax Capture and converted to TIFF files, they became skewed and very blurry. (689909)

Scan module unresponsive when default VRS settings not used

When the default VRS profile settings were not applied for use with a Canon DR-G1110 scanner, the Kofax Capture Scan module was unresponsive. This issue occurred when the Halftone Pictures setting was selected for use with 300 dpi color, duplex, A3 documents. (689906)

Data Matrix bar codes not read correctly in HEX

When <HexEncoding> was enabled for use with Data Matrix bar codes, they were not detected. (689853)

Errors during PDF import process

When the software import source was used to import a PDF file, multiple errors occurred. (689848)

Auto rotated images were overcropped

When Auto Rotate was used with Kofax Front Office Server, the images were overcropped. (689847)

Automatic Color Detection caused failure with import connector

When the VRS Automatic Color Detection feature was selected in the Kofax Import Connector settings, some images were not processed. (689846)

Export failed with color documents

When color documents were exported from Kofax Capture 10.0.2.7 while VRS 5.1.0 was installed, the export process failed. (689845)

Small amounts of color not detected

When the Automatic Color Detection was set to recognize documents with small amounts of color, the results were not accurate and a bitonal image was produced. This issue occurred when the VRS settings were used with Kofax Import Connector. (689844)

Halftone feature led to distorted bar codes and text with gray shading

When the Halftone feature was enabled, bar codes and text became distorted with gray shading. (689843)

Error when VRS PDF Compression enabled

When VRS PDF compression was enabled, and the Despeckle filter was selected in the image cleanup profile in Kofax Capture, the PDF Generator stopped responding. (689842)

Inaccurate license level message

When a VRS source for a Kodak i1320 scanner was selected, a message indicated that a Workgroup license was required, even though the scanner was supported for use with the Desktop license that was already activated. (689841)

Default endorser settings incorrect for Kodak i1800 scanner

The default endorser settings for the Kodak i1800 scanner driver were overridden by the VRS endorser settings. (689840)

Error in a .NET development environment

When a .NET scan application was used with ImageControls 3.x, the following error occurred after the KSACTIONSTART action was used (689839):

```
Run time error 20162 - Bad print or scan specification - corruption detected with scan source  
'fi-6230z with SVRS with AIPE'
```

Images lost when MF-Ignore button was pressed

On a Kodak Ngenuity scanner, images were lost if you pressed the MF-Ignore button immediately after the Auto Resolve message appeared. (689838)

Intermittent Recognition Server error

When batches were processed in the Kofax Capture Recognition Server module, the following error occurred intermittently (689837):

```
Error: FPS: Image cleanup failed (CKfxException: 0x00000212 FPS: Image cleanup failed ( Host  
processor exception) ( ). File: vckimgp.cpp Line: 1165 Pkg : 0 Stat: 0x00004FD9, 0x00000000,  
0x00000000 ) ( C:\PROGRA~3\Kofax\Cap
```

Imprinter, endorser values were overwritten

The Kofax Capture Scan module was overwriting the following values that were set in the VRS profile for a Kodak i1800 series scanner (689836):

- ImprinterYOffsetPixel
- ImprinterFont
- EndorsingString

PDF Generator failed unexpectedly

In a Kofax Capture environment, the PDF Generator module failed while converting a batch of documents to PDF format. This issue occurred if PDF Compression was enabled. (689835)

Auto Resolve unavailable for Kodak i5200 and i5600 scanners

The Auto Resolve feature was unavailable for Kodak i5200 and i5600 scanners. (689834)

Advanced Clarity did not improve image quality

When the Advanced Clarity setting was selected in Kofax Front Office Server or Kofax Import Connector, it did not improve image quality. The issue occurred because the Advanced Clarity setting was not mapped properly to Auto Contrast. (689833)

Scan application unresponsive while reading Code 128 bar codes

When the standard bar code engine was selected for use with the scan application, it became unresponsive when Code 128 bar codes were processed. (689828)

PDFs not compliant with PDF/A 1B Standard

When "PDF compression" and the "PDF image only" options were enabled to process TIFF images, the PDF images were not compliant with the PDF/A 1B standard. The problem occurred when color and grayscale TIFF images that were converted to PDF format. (689827)

Error during import of color TIFF files

When a software import source was used to import large, color TIFF files, the following error occurred (689826):

```
Error 20208 - compressor failed
```

Counter value not printing after first batch scan

The counter setting became disabled after the first batch was scanned with a Kodak i1860. (689825)

License issue after upgrade

After VRS 5.1.0286 was installed over an earlier VRS 5.1.0 build, the proper license was no longer applied to qualified scan sources. (689824)

PDF import slow after upgrade from VRS 4.5

After an upgrade from VRS 4.5 to version 5, the PDF import process was slower than expected. (689823)

Upgrade license not accepted

During an attempt to activate a Kofax VRS Elite license during the upgrade process, the following error appeared (689822):

```
Your upgrade license-level does not match the installed VRS OEM.
```

Compressed data error for some TIFF/LZW images

During an attempt to import documents converted to TIFF/LZW format from PDF, a Compressed Data Error occurred in Kofax Capture. (689821)

VRS unresponsive after importing invalid PDF files

When Kofax Import Connector was used to import invalid PDFs, VRS stopped responding and did not process remaining valid PDFs. (689820)

DPI tags not added to imported TIFF files

If TIFF files were imported, DPI tags were not assigned to them if they did not exist in the original files. (689819)

Import worked only for first page of multipage TIFF with corrupt image

An error did not occur if you used the Adrenaline Image Processing Engine to import a multipage TIFF file that contained a corrupt image, even though only the first page was successfully imported. (689818)

VRS error occurred in multi-threading environment

When a PDF file was processed in a multi-threading environment, the following error occurred (689815):

```
Exception when calling ProcessImage. Attempted to read or write protected memory. This is often and indication that other memory is corrupt.
```

Error with Color Detection enabled

When an InoTec Scamax scanner was used to scan batches of documents, the following error occurred when the Color Detect feature was enabled (689814):

```
20208 Compressor failed
```

MarkView export connector failed after VRS memory error

When Kofax Capture was used with the MarkView export connector, the connector failed after the following VRS memory error occurred. (689813)

```
FPS Color: An unspecified error occurred. The image could be an unsupported format. (Error -1: C:\ProgramData\Kofax\CaptureSV\Images\00005807\200\4.tif). File: ColorProcessor.cpp Line: 88 Pkg
```

PDF text distorted without Microsoft Office installed

If Microsoft Office was not installed on the computer where Kofax Capture was running, imported PDF text was distorted if it used the Arial Narrow font. This occurred if the Treat PDF as TIFF option was selected in the batch class properties. (689812)

PDF417 bar codes caused intermittent scan failure

In a Kofax Capture environment, use of PDF417 bar codes caused the Scan module to fail intermittently. (689811)

Enhanced Bar Code license taken from Kofax Capture server

The license for the Enhanced Bar Code engine to be used with VRS was taken from the Kofax Capture server instead of the applicable configuration. (689810)

Some pages in color PDF converted to grayscale

When color PDF documents were imported, many of them included pages that were converted to grayscale. (689809)

Inability to recognize and exit infinite loop

VRS was unable to detect and exit an infinite loop when multipage TIFF files were processed. As a result, the same pages were read repeatedly, without reaching the end of the file. (689808)

Fujitsu fi-7140: Contrast did not work in color mode

When VRS was used with a Fujitsu fi-7140 scanner, the Contrast setting did not work in color mode. (683021)

First Page Image Address values applied incorrectly

When the First Page Image Address macro was used with a Kodak i5850 imprinter, the Image Address string and counter values in document level index fields reflected the first page of the batch, instead of the first page of the respective documents. This issue did not affect the values on the physical document pages, which were accurately imprinted. (677752)

Fujitsu fi-7180 imprinter not working with Maximum paper size setting

If the paper size setting was set to Maximum, the imprinter for a Fujitsu fi-7180 did not work. (672700)

Shared profile remained on server after deletion

If you used the VRS interface to delete a shared profile, it was removed from the local Profiles folder but not from the Shared Profiles folder on the server. (664446)

Error when VRS installed over Kofax Capture

When a VRS 5.1 product was installed over Kofax Capture, the following error occurred (653105):

```
[5004] LicUtil: Could not load type 'ACLicinf.ILicenseInfoExt' from assembly 'ACLicInf, version=6.0.0.0, VCulture=neutral, PublicKeyToken=2a06c44ecf114f0f'
```

First page endorser string macro did not resolve Julian date prefix code

The first page endorser string macro for a Kodak i1860 or i5850 scanner did not convert the prefix code for the Julian date to the actual date. (646920)

Page lost after Paper Jam, Cover Open exceptions

After Paper Jam or Cover Open exceptions, the wrong page displayed in the viewer, and a previously scanned page was lost. (634530)

Numbers excluded in annotation text

After Data Matrix fonts were installed, numbers no longer appeared in annotation text strings. (624733)

Exceptions caused by obsolete functions

When PDF Compression was enabled, access violation exceptions were caused by the use of obsolete functions (621214):

IsBadReadPtr()

IsBadWritePtr()

IsBadStringPtr()

IsBadCodePtr()

Blank PDF pages after import

After PDF documents were imported, several of the pages were blank. (610012)

Checksum not shown when first digit is a zero

When the checksum feature was enabled for use with an EAN bar code, the checksum did not appear if the first digit was a zero. (606455)

Memory leak during export when Kofax Capture was used with VRS 5.1

A memory leak occurred when documents were exported from Kofax Capture 10.2, when it was used with VRS 5.1.0. (565455)

Color bar code separation failed due to license issue

When a Kofax VRS Elite 5.1.0 Production license distributed with a Kofax Capture license was used, color bar code separation failed. (544467)

PDF pages upside down

When a multipage PDF was imported to the Scan module in Kofax Capture, the pages were upside down. (544378)

Color markup, annotations not preserved after PDF import and conversion

If you imported PDF files containing text with color markup and annotations, they were not preserved after the files were converted to TIFF format. The color markup turned gray, and the annotated text was no longer readable. (544377)

Imported files had deskew issues

When PDF files were imported and converted to TIFF files, some pages were skewed by 30- or 45-degrees. (544375)

Contrast and Brightness settings not applied

In a Kofax Express environment, adjustments to VRS Contrast and Brightness settings were not applied. (375855)

Error while processing image with bar codes

The following error occurred while images with bar codes were processed (370858):

Error -136 File format not recognized

Endorser text not included on page extensions

When endorsing text was imprinted on a document, the text did not appear in the page extensions for that document. (369303)

KPM_CallProcessProc caused error with small images

If the KPM_CallProcessProc API was used to process small input images, error code -153 was returned. (352477)

Memory not released after export connector error

If an error occurred while multiple batches were processed, the memory was not released afterward. (350596)

VRS client installation issue with Windows 8.1

On a Windows 8.1 operating system, if the VRS installer could not run because the user did not have Administrator rights, the user was not presented with the proper message to exit the installer. (346134)

Hole Fill did not work

When VRS was used with a Fujitsu fi-7160 scanner, the Hole Fill feature did not work if the Maximum paper size setting was selected. (322574)

ImageAddress value not reserved

The ImageAddress was always reset to zero after calls to unreserve and then re-reserve a device. (315793)

Wrong annotation text

When the prefix for annotation text included counters, the date and time, or many counters, the annotation text differed from the endorser text. (311161, 29831, 28444)

Unnecessary email verification message

During the process of activating a VRS license, an unnecessary email verification message appeared. (306697)

Files not PDF/A-1a compliant

PDFs generated with image compression enabled were not PDF/A-1a compliant. (306587)

Annotation and endorser text inconsistent

Panasonic KV-S5046H: If the annotation text prefix consisted of counters, date and time characters, or many counters, the text did not match the endorser text. (292774)

Multipage PDF pages were upside-down

In the Kofax Capture 10 Scan module, the pages in an imported multipage PDF document were upside-down. (285577)

Blank PDF issue

Blank PDFs were produced when the following settings were selected for color images: PDF Image Only, JPEG 2000 compression, and Kofax PDF image compression. (285576)

Version number not updated in About box

After an upgrade from VRS 5.0 to 5.1, the version number was not updated in the About box. (284788)

PDF Generator unresponsive with some images

When PDF Compression was enabled in Kofax Capture, some images caused the PDF Generator module to become unresponsive. (119855)

Error during color TIFF file import

The following error occurred during the import of large color TIFF files (116677):

Error 20208 - compressor failed

Color PDFs converted to grayscale during import

If you imported a color PDF file, the second and subsequent pages were converted to grayscale. (116304)

Errors after Kofax Capture 9 fix pack installed over VRS 5.1

When a Kofax Capture 9 fix pack was installed over VRS 5.1, the following license errors occurred (33930):

```
Unable to get license status. The license server may be down or network may have problems."
```

```
[5004] LicUtl: Could not load type 'AcLicInf.ILicenseInfoExt' from assembly 'ACLicInf, Version =6.0.0.0, Culture=neutral, PublicKeyToken=2a06c44ecf114f0f'.
```

First attempt to detect license unsuccessful on client workstation

If you installed Kofax VRS Elite 5.1.x on a client workstation for use with a scan application using a VRS ISIS or TWAIN scan source, the Kofax VRS Elite license was not detected the first time you started the application. As a result, a demo stamp was applied to scanned images. (32859)

FIPS compliance affected Machine ID for Kofax VRS Elite license

When FIPS compliance was enabled after a valid Kofax VRS Elite license was already in place, the Machine ID changed and caused the license to fail. (31971)

Auto Contrast caused images to darken after multifeed

If you rescanned images after a multifeed exception occurred, they were darker than the images scanned before the exception. This situation occurred if the Auto Contrast feature was selected. (29619)

Demo stamp applied after upgrade

After upgrading to Kofax VRS Elite 5.1, a demo stamp was applied to scanned images even though a license error did not occur. (29528)

Image count negative after scan session was stopped

When a scanning session was stopped from the ISIS scan interface, the image count was negative, which did not correspond to the number of physical documents processed through the scanner. (28680)

Exclusions

The following issues resolved in VRS 5.1.0 are not yet included in Kofax VRS Elite 5.1.1, and they will be added in an upcoming product update.

Enhanced Bar Code 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)

New column needed in Auto Profile log

A new column in the Auto Profile log was requested for the purpose of listing TIFF images and the profile applied to each one. (758725)

Auto Profile results unreliable with some ID cards

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. (730194)

Chapter 3

Known issues

This chapter gives information about issues you may encounter while using Kofax VRS Elite 5.1.1. Workarounds are provided, as applicable.

Page detection optimized for ADF scanning only

In this product version, page detection is optimized for ADF (Automatic Document Feeder) scanning. As a result, the Auto Crop and Auto Deskew features are optimized for ADF scanning but not flatbed scanning.

PDF 417 bar codes not consistently detected at 200 dpi

If your scan application is set to detect PDF 417 bar codes, they may not be detected consistently if you scan at 200 dpi. (749585)

Workaround: Change the resolution to 240 dpi, or higher.

Unexpected message during Cover Open, Paper Jam exception

When Kofax VRS Elite is used with an Epson GT-S80 scanner, the following message sometimes appears when a Cover Open or Paper Jam exception occurs (748145):

```
20393 unknown ISIS error
```

Hole Fill not working with some paper sizes

When VRS is used with a Kodak i1405 scanner, the Hole Fill function does not work correctly with A4, A5, and B5 paper sizes. (748143)

Canon DR-6030C: Bad parameter error during scanning

When using a Canon DR-6030C to scan with the page size set to Scanner's Maximum, the following error occurs (747839):

```
Error 20023 - Bad Parameter
```

Canon DR-2580C: Image not adjusted to selected page size

With the Canon DR-2580C, images that exceed the selected paper size are not adjusted to fit the selected size. (747813)

No option for A6 paper size

The paper size list box does not include an option for A6 paper in the VRS Test Application or in the TWAIN or ISIS scan interfaces. This issue was reported when VRS was tested with the Canon DR-2020U scanner. (747649)

Kodak i2600: Back side crop not working

When VRS is used with the Kodak i2600 scanner, the Auto Crop feature does not work for the back side of a double-sided image. (747588)

Incorrect values for Kodak annotation, endorser strings

With Kodak i4250, i4650, and i4850 scanners, the annotation and endorser strings may be incorrect once the number of specified digits is exceeded. (746765)

Single page scan works incorrectly

If you select the Scan a Single Page option in the scan application, some HP scanners process three pages instead of one. (742341)

Xerox DM 162 cropping issue

When the VRS Auto Crop feature is used with a Xerox DM 162 scanner, the images are not properly cropped. (731072)

HP ScanJet 5000: poor quality images with edges cut off

When using Kofax VRS Elite to scan with an HP ScanJet 5000, the edges of some images are cut off, and the quality is poor. (730650)

HP ScanJet 7500: Poor image quality with flatbed scanning

When an HP ScanJet 7500 is used for flatbed scanning, the image quality is poor. (729599)

Non-English display language not applied to installer

The Kofax VRS Elite installer screens appear in English, even if the Windows display language is not set to English. This issue occurs if the selected non-English display language differs from the language for the Windows operating system. (730212)

Workaround: Install Kofax VRS Elite on an operating system that corresponds to the desired display language.

Epson DS-510: Degraded performance results

When Kofax VRS Elite is used with the Epson DS-510, performance results do not meet the expected rated speed. (725322)

Epson DS-510: Auto Crop not working

When the VRS Auto Crop feature is used with an Epson DS-510 scanner, the images are not properly cropped. (724959)

Online help may not open in Microsoft Edge

When you install VRS on a Windows 10 operating system, the online help may not open in the Microsoft Edge browser. (724168)

Workaround: Change the default browser to Internet Explorer. Navigate to **Settings > System > Default Apps > Web Browser**.

Error After Scanner Selected on Windows 10

If you use the VRS Test Console to select a scanner on a Windows 10 operating system, the following error appears (690199):

`The system cannot find the file specified.`

Workaround: Open the Admin Console and register Kofax VRS Elite before you start the VRS Test Console.

Inconsistent color image quality

When color documents are scanned in Kofax Capture with an HP ScanJet N9120, the image quality is inconsistent when the same documents are scanned in the VRS Test Application, VCDemo. (689955)

Workaround: Manually change the Brightness and Contrast values within the Kofax Capture profile.

Blank, nearly blank pages cause Adobe Acrobat 10 to stall indefinitely

If you use Adobe Acrobat 10 to scan a batch that includes any blank or nearly blank pages, the process is stalled indefinitely and displays a message (670697):

```
Processing 3 of 3 Optimizing
```

Workaround: Use another version of Adobe Acrobat, such as version 11 or 9. This issue occurs only with version 10.

VRS Test Application unresponsive after scan session is stopped

Brother ADS-3000N or other Brother scanners: When the option to stop scanning is selected from the VRS Test Application VCDemo, it may become unresponsive. (666850)

TWAIN interface fails to open with File Import source

When File Import is selected as the default scan source and the TWAIN scanning interface fails to open, an error is not issued to the user, and a descriptive entry is not included in the log. (34467)

Workaround: Use the VRS Administration Console or the Scanner Configuration Utility to select another scan source. Do not select file import as the default source.

Imprinter string prefix printed when specified as empty

After the imprinter string prefix is switched to " " (empty, no characters), the previously used prefix is still printed on scanned documents. (33747)

Workaround: Disable the imprinter.

Incorrect bar code values

Some bar code values were reported incorrectly when Kofax VRS Elite was used with the Enhanced Bar Code engine. (31359)

Workaround: Do not use the CGA port.

Scanner health sheet warning does not clear

If Kofax Monitor issues the following warning, it is not cleared after a scanner health sheet is scanned. (30858)

The number of pages between camera health sheet scan is too high.

Workaround: On the VRS Administration Console, in the **Device Health** settings, click **Clear History Files** to clear the warning.

Windows client installation prompts for Admin rights

If you follow the instructions in the installation guide to install Kofax VRS Elite on a client workstation running Windows 8 or later, the installation process is interrupted when the following message appears (28109):

You must have administrative rights to install Kofax VRS. Please log on to your computer as a user who is a member of the Administrators group and then run the installation again.

Workaround: Perform the installation on the client workstation by selecting Command Prompt (Admin). In the Command Prompt window, navigate to the location where you copied Kofax VRS.msi, and then type the following:

```
msiexec.exe /i "Kofax VRS.msi"
```