

Kofax VRS Elite

5.1.0

Release Notes



© 1998-2012 Kofax, Inc., 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

Legal Notice	2
New Features	5
Version Information	5
Support for Windows 8 and Windows Server 2012	5
Kodak i700 Series: Multifeed Intervention Available	5
Kodak i600: Scan Profile Now Includes Multifeed Action Setting	5
Resolved Issues	7
Scan Profile Name Not Displayed Properly	7
Out of Memory Error After PDF Import	7
PDF Import Errors	7
Error After TIFF Images Imported	7
TWAIN Scan Application Fails While Processing Bar Code Value with 34 or More Characters	7
Multibyte Characters from QR Bar Codes Display Incorrectly	7
Endorser String Value and Endorser Index Field Value Not Synchronized	8
Missing ASPI Drivers Cause Error or Failure	8
Grayscale Scanning Causes Inverted Images	8
Unable to Exit Grace Period	8
Unsupported Compression Format Error	8
Demo Stamp Applied Incorrectly	8
Images in Kofax Front Office Server Fail to Upload	8
Canon DR-5010C: Unable to Cancel Auto Resolve	8
Auto Crop and Edge Fill Issues	9
Image Cleanup Error if EBC License Unavailable	9
Some TIFF Images Cause Export to Fail	9
Halftone Pictures Setting Interferes with Bar Code Detection	9
Unable to Extract or Replace PDF Pages with Adobe Standard Edition, Version 8 or 9	9
Kodak i5200: Maximum Length of Endorser String Should Be 29 Characters	9
Known Issues	11
Windows 8 Client Installation Prompts for Admin Rights	11
Production CGA Scanners Not Detected After Upgrade to Windows 8	11
Silent Installation: Production CGA Scanners Not Detected on Windows 8	11
Kofax Capture OCR Text Altered	12
First Attempt to Detect License Not Successful on Client Workstation	12

New Features

This chapter gives a summary of each feature that is new to Kofax VRS Elite 5.1.0.

Version Information

Kofax VRS Elite 5.1.0 and Kofax VRS Elite 5.1.0 R2 are both identified by build number 5.1.0.0.0078, which appears in the About window.

If you already installed Kofax VRS Elite 5.1.0, you do not need to install Kofax VRS Elite 5.1.0 R2. The only difference between the two releases is the removal of an obsolete folder from the ISO image.

Support for Windows 8 and Windows Server 2012

In this product release, support for Windows 8 and Windows Server 2012 has been added. Check your scanner manufacturer's Web site to determine if the driver for your scanner is compatible with Windows 8, 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.

Kodak i700 Series: Multifeed Intervention Available

While using Kofax VRS Elite with Kodak i700 Series scanners, you can now set Intervention as the response to a multifeed exception, which causes the Auto Resolve Manager to appear in manual mode. As a result, you can resolve the multifeed exception and then manually restart the scan operation. (SPR00087824)

Kodak i600: Scan Profile Now Includes Multifeed Action Setting

While using the Kodak i600, you can now use the scanner properties window to update the action setting for multifeed exceptions, and the value will be saved to your Kofax VRS Elite scan profile. (SPR00094066)

Resolved Issues

This chapter describes previously reported issues that are resolved in this product release.

Scan Profile Name Not Displayed Properly

Some scan profiles do not display properly if the profile name begins with the uppercase letter F followed by two alphanumeric characters and a dash. (SPR00108255)

Out of Memory Error After PDF Import

After you import PDFs containing approximately 950-1000 pages, an Out of Memory error occurs before the process is finished. (SPR00109210)

PDF Import Errors

The following errors are produced intermittently if you import PDF files while using the Software Import scan source, with or without AIPE. (SPR00112115)

```
Error 20007 - Cannot Recognize File Format
```

```
Error 20034 - Error reading Data
```

Error After TIFF Images Imported

When you attempt to import TIFF images that are tiled, the following error may occur (SPR00089725):

```
Error 20007 - Cannot Recognize File Format
```

TWAIN Scan Application Fails While Processing Bar Code Value with 34 or More Characters

If Kofax VRS Elite is used with a Kofax TWAIN data source, the scan application fails if a bar code value with 34 or more characters is processed. Bar code values with 33 or fewer characters are processed successfully. (SPR00109175)

Multibyte Characters from QR Bar Codes Display Incorrectly

When Kofax VRS Elite is used with the Enhanced Bar Code engine, some bar code values are not displayed correctly if they contain multibyte characters. (SPR00097623)

Endorser String Value and Endorser Index Field Value Not Synchronized

During batch processing, the counter value for the endorser string does not match the value in the index field for “First page endorsing string.” (SPR00073026)

Missing ASPI Drivers Cause Error or Failure

When you attempt to reserve a scanner after installing Kofax VRS Elite, an error or a failure occurs because ASPI drivers are not installed. (SPR00084719)

Grayscale Scanning Causes Inverted Images

While using Kofax VRS Elite to scan in grayscale with the VRS Test Application (VCDemo) and a Fujitsu M4097D equipped with a GSA II board, the images are inverted. (SPR00097246)

Unable to Exit Grace Period

If Kofax VRS Elite enters the grace period as a result of losing connectivity with the license server, the grace period cannot be exited once the connection is restored. (SPR00094213)

Unsupported Compression Format Error

When using Kofax VRS Elite without a VRS scan source (AIPE-only), the following error appears if Patch Code Properties are selected (SPR00095988):

```
Error 20085 - Unsupported Compression Format
```

Demo Stamp Applied Incorrectly

When Kofax VRS Elite is used with Kofax Capture 10 and the Enhanced Bar Code engine, the demo stamp is applied to every image in the first batch scanned. The demo stamp is not applied to subsequent batches. (SPR00092320)

Images in Kofax Front Office Server Fail to Upload

On a computer where Kofax Capture 10 and Kofax Front Office Server 3.5.x are installed, errors occur if you attempt to use an MFP to scan color documents at 300 dpi. The documents fail to upload and appear to be “stuck” in the Kofax Front Office Server Temp folder. (SPR00074883)

Canon DR-5010C: Unable to Cancel Auto Resolve

When using Kofax VRS Elite with a Canon DR-5010C scanner, you cannot click Cancel when the Auto Resolve Manager window appears in response to an Out of Paper exception. (SPR00096602)

Auto Crop and Edge Fill Issues

If you scan color documents at 300 dpi, the Auto Crop and Edge Fill features do not work as expected. (SPR00114604)

Image Cleanup Error if EBC License Unavailable

If the appropriate license is not available for the Enhanced Bar Code (EBC) engine, the following error appears (SPR00093417):

```
2011-09-05 09:35:04, 0x00000018, 0, 0x00000000, 0x00000000, 0x00000000, C:\Kofax\CaptureSS\ServLib\Bin, Kofax Capture Recognition Server, STBAP390:Sess3, 9.00.1127, , 0, CKfxException: 0x00000212 FPS: Image cleanup failed ( CKfxException: 0x00000212 FPS: Image cleanup failed ( Bad handle or unable to access data with handle ) ( ). File: .\vckimgp.cpp Line: 1139 Pkg : 0 Stat: 0x00004EC0, 0x00000000, 0x00000000 ) ( C:\PROGRA~3\Kofax\Capture\Local\Tmp\Zonal\0000171b\C6CDF9C7-8E21-4318-BE7C-472AE0DB85E1.KFX ). File: .\vckimgp.cpp Line: 926 Pkg : 0 Stat: 0x00000000, 0x00000000, 0x00000000
```

Some TIFF Images Cause Export to Fail

Some TIFF images cause a failure in the Kofax Capture Export module. (SPR00107932)

Halftone Pictures Setting Interferes with Bar Code Detection

If you select the Halftone Pictures setting on the Image Quality tab, some bar codes cannot be detected and processed successfully. (SPR00095132)

Unable to Extract or Replace PDF Pages with Adobe Standard Edition, Version 8 or 9

When VRS PDF compression is used to process PDF files produced by ABBYY Finereader, you cannot extract or replace PDF pages using Adobe Standard Edition, Version 8 or 9. (SPR00114587)

Kodak i5200: Maximum Length of Endorser String Should Be 29 Characters

The maximum length of the endorser string for the Kodak i5200 scanner is 20 characters, which is inconsistent with other Kodak scanners that support a maximum length of 29 characters (20 for the prefix and 9 for the counter). (SPR00113442)

Known Issues

This chapter gives information about issues you may encounter while using this product release. Workarounds are provided, as applicable.

Windows 8 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, the installation process is interrupted when the following message appears (SPR00114299):

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). At the command prompt, navigate to the location where you copied Kofax VRS.msi, and then type the following:

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

Production CGA Scanners Not Detected After Upgrade to Windows 8

After installing Kofax VRS Elite 5.1.0 on a computer running Windows 7, you can successfully reserve a production scanner equipped with a Kofax CGA board. If you later upgrade to Windows 8, the same scanner can no longer be detected or reserved. (SPR00114577)

Workaround: Open Device Manager, expand "Imaging devices," right-click the name of the CGA scanner, and then select **Update Driver Software**. You can now reserve the scanner successfully from your scan application.

Silent Installation: Production CGA Scanners Not Detected on Windows 8

If you use the silent installation method to install Kofax VRS Elite 5.1.0 and then attempt to reserve a production scanner equipped with a Kofax CGA board, the scanner model is not detected. This issue occurs if you are running Windows 8 on a client workstation. (SPR00114101)

Workaround: After a silent installation, run the PnPUtil utility on the workstation by selecting Command Prompt (Admin) and typing the following:

```
c:\windows\system32\pnputil.exe /a c:\windows\inf\kfx*.inf
```

After you run the utility, the scanner should be detected successfully.

Kofax Capture OCR Text Altered

When the Kofax Capture is used to produce a searchable PDF file using Text Under Image compression, the results include text characters that differ from those in the original document. (SPR00107814)

Workaround: To avoid this issue, turn off JBIG2 compression. To do so, edit ACConfig.xml (for Kofax Capture) to add the following element, which ensures that JBIG2 is never used for PDF image compression:

```
<PDF_Compression_Settings jbig2_compression_off="1" />
```

First Attempt to Detect License Not Successful on Client Workstation

If you install Kofax VRS Elite 5.1.0 on a client workstation for use with a scan application that uses a VRS ISIS or TWAIN scan source, the Kofax VRS Elite license is not detected the first time you start the application. As a result, a demo stamp is applied to scanned images. (SPR00114864)

Workaround: Close and restart the scan application. The license is detected successfully the second time (and each subsequent time) that you start the scan application, and the demo stamp is no longer applied to scanned images.