

# **Kofax Capture**

10.1.1

## Release Notes



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# About This Release

The release notes give you late-breaking information about Kofax Capture 10.1.1. Please read this document carefully, as it contains information that is not included in other Kofax Capture documentation.

## Version Information

The build number for Kofax Capture 10.1.1 is 10.1.1.0.0.1043, which appears in the About Kofax Capture window. In Batch Manager, if you click System Info on the About window, the build number is 5.1.0078 for the files on the Image Controls tab.

## Content Change

This document includes an item that did not appear for the initial publication of the *Kofax Capture 10.1.1 Release Notes* in August of 2014. In the “Resolved Issues” chapter, see [Batch Insertion Delayed at Central Site in High-Volume Processing Environment](#).

## New Features

This section lists enhancements introduced to the product since Kofax Capture 10.1.0 R2.

### Manage Image Address Counter Value

You can use the following tags in ACConfig.xml to manage the Image Address counter behavior: SaveLastValue and SavePerBatchClass. (325993, 325995)

See the following table to determine the Image Address counter behavior required in your installation, and set the SaveLastValue and SavePerBatchClass values accordingly.

**Note** To obtain the results described in the table, you must install a Fix for Kofax VRS Elite 5.1.0. The Fix file is available on the Kofax website at [www.kofax.com](http://www.kofax.com); on the Downloads page for Kofax Capture 10.1 or Kofax VRS Elite 5.1, go to the Fix Packs/Fixes section and download VRS5.1.0.0.FIX2883.zip.

| SaveLastValue*  | SavePerBatchClass | Image Address Counter Behavior                    |
|---|-------------------|---|
| 0=Off<br>1=Saved per Scan module session<br>2=Saved across Scan module sessions | 0=Off<br>1=On     |   |
| 0   | Ignored           | Not incremented between batches in any situation. |

| SaveLastValue* | SavePerBatchClass | Image Address Counter Behavior   |
|----------------|-------------------|--|
| 1              | 0                 | Incremented between batches in any batch class during the same Scan module session.<br>Not incremented between batches in a different Scan module session.   |
| 1              | 1                 | Incremented between batches within the same batch class during the same Scan module session.<br>Not incremented between batch classes in a different Scan module session.  |
| 2              | 0                 | Incremented between batches in any batch class in any Scan module session.   |
| 2              | 1                 | Incremented between batches within the same batch class in any Scan module session.<br>Incremented between batches per batch class in any Scan module session, so that each batch class maintains its own counter value. |

\* When you use ACConfig.xml to set the Image Address value (SaveLastValue =1 or 2), it is saved per scan source. If you change the scan source during a Scan module session, you can reset the counter or continue from the previously saved value for the new scan source.

### Ability to Recall Batch from Remote Site

A feature is now available to use the API to use a custom module to recall a batch from a remote site back to a central site. (322319)

### Ability to Exclude Project Folder from Synchronization

Use ACConfig.xml tags to exclude the Kofax Transformation Modules project folder from being downloaded during the synchronization process in a Kofax Capture Network Server environment. (324366)

- 1 At the central site, use ACConfig.xml to add the <ExcludeKTMPProject> tag to the <ACIServer> node, as in the following samples.
  - Prevents the Kofax Transformation Modules project download for all batch classes for all remote sites:

```
<ACIServer>
  <ExcludeKTMPProject/>
</ACIServer>
```

- Prevents the Kofax Transformation Modules project download to remote site RS01 for all batch classes:

```
<ACIServer>
  <ExcludeKTMPProject RemoteSite="RS01"/>
</ACIServer>
```

- Prevents the Kofax Transformation Modules project download to all remote sites, except RS01, for all batch classes:

```
<ACIServer>
```

```

    <ExcludeKTMPProject/>
    <ExcludeKTMPProject RemoteSite="RS01" Enable="0"/>
  </ACIServer>

```

- Allows the Kofax Transformation Modules project download to remote site RS01 for all batch classes, except batch class BC01:

```

<ACIServer>
  <ExcludeKTMPProject BatchClass="BC01" RemoteSite="RS01"/>
</ACIServer>

```

- 2 Restart the Capture Service so the changes go into effect.

**Note** If you resume the Kofax Transformation Modules project download after excluding it for a period of time, you must republish the affected batch classes.

## Matrix Text Type Values Supported

Use ACConfig.xml tags to ensure accurate results for values associated with the Matrix text type when an Advanced OCR or Kofax High Performance OCR recognition profile is selected. (347775)

Add the following tags to ACConfig.xml, and substitute “abc” with the name of the selected recognition profile:

```

<OCRAdvancedSettings>
  <Profile Name="abc" TextTypeMatrix="1"/>
</OCRAdvancedSettings>

```

After updating ACConfig.xml, you can expect the following results:

- If the text type for the current recognition profile is Automatic, the Matrix text type is combined with other text types for automatic recognition.
- If the text type for the current recognition profile is not Automatic (such as Normal or Handprint), the text type is overridden by Matrix.

## Ensure Integrity of Values in Index Fields

Use ACConfig.xml to prevent invalid characters from being inserted into values during the OCR process for index fields. (347776)

Add the following tags to ACConfig.xml, and substitute “abc” with the name of the selected recognition profile:

```

<OCRAdvancedSettings>
  <Profile Name="abc" OneWordPerLine="1"/>
</OCRAdvancedSettings/>

```

## Generate PDF/A-1B Files Without PDF/A-1A Compliance

You can generate PDF/A-1B files that are not PDF/A-1A compliant. (326749)

- PDF/A-1a: Includes a visual reproduction of the original document with automatic detection of text semantics and logical structure.
- PDF/A-1b: Includes the visual appearance of electronic documents, but not their structural or semantic properties.

To change the PDF compliance level, add the following tag directly under the <ACConfig> node in ACConfig.xml:

```
<PDFAComplianceMode>1</PDFAComplianceMode>
```

or

```
<PDFAComplianceMode>2</PDFAComplianceMode>
```

where:

- 1: Generates output compliant with PDF/A-1a and PDF/A-1B (Default setting)
- 2: Generates output compliant with PDF/A-1B only

## Changes in Behavior

This section describes behavior that differs from previous Kofax Capture releases.

### Batch Notification Service Turned Off by Default

Effective since Kofax Capture 10.1, the Batch Notification service is turned off by default and managed with a registry key.

**Note** Use the corrected registry key path in this section in place of the one published in the *Kofax Capture 10.1 Release Notes*.

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Kofax Image Products\Ascent Capture  
\3.0]\DisableBatchNotification=1
```

or

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Kofax Image Products\Ascent Capture  
\3.0]\DisableBatchNotification=1
```

To turn on the Batch notification service, delete the registry key.

If you upgrade to Kofax Capture 10.1 from an earlier version, this key does not appear in the registry. Instead, use `DisableBatchNotification` in `ACConfig.xml` to manage the Batch Notification Service; a value of 0 turns on the service, and a value of 1 turns it off.

For more information about `ACConfig.xml`, the Kofax Capture Configuration File, see Chapter 17 of the *Kofax Capture 10.1 Administrator's Guide*.

### Attributes Added to Index, Folder, Batch Fields

Two new attributes are available for index, folder, and batch fields:

- `IsValid`
- `ValidChanged`

The attributes are intended to determine if the value for a field has changed, which is necessary to support integration with the Kofax Analytics for Capture product.

---

# Installing Kofax Capture 10.1.1

Before installing Kofax Capture 10.1.1, do the following:

- Log on to the computer as a user with administrator rights.
- Back up your data and Kofax Capture installation.
- Confirm that Kofax Capture version 10.1.0 or later is currently installed. You cannot install this service pack over an earlier Kofax Capture version such as 9.x or 10.0.x.
- If applicable, remove any preliminary version of Kofax Capture 10.1.1 (this service pack). Refer to [Uninstalling Kofax Capture 10.1.1](#) for instructions.
- Stop services for any Kofax add-on products you have installed. If you attempt to install Kofax Capture 10.1.1 while these services are running, an error similar to the following may appear in the Kofax Capture error log:

```
0x00000018, 0, 0x80040FDA, 0x00000000, 0x00000000, C:\Program Files
(x86)\Kofax\CaptureSS\ServLib\Bin, DBUtil, CONFIG12517VM0:Sess 2,
10.01.1043, Utilities.UnPatchDatabases, 0, [4058] KdoLib: The database is
in use. Please close the following applications or services: Kofax Capture
Scan Application
```

- If applicable, check the `CaptureSV` share folder to see if it contains a subfolder named `Capture10` that may exist as a result of previous product updates. You can safely delete or rename the `Capture10` folder before installing this service pack.

Proceed with the installation of Kofax Capture 10.1.1:

- 1 Download the installation package and extract the files.
- 2 Do one of the following:
  - Run `KofaxCapture-10.1.1_en.msp` and follow the instructions on the screen.
  - Run `KofaxCapture-10.1_Updater_EN.EXE` to check for exclusive database connections and perform the installation according to the instructions on the screen. With this option, you are ensured that database connection issues do not interfere with the installation process.

Any running Kofax Capture services are stopped and restarted automatically. Any open interactive applications are closed automatically; they need to be restarted manually after you finish the service pack installation.

## Patching Web Deployment for Existing Web Servers

To patch WebDeploy for this update:

- 1 On the web server, delete the `Application Files` folder in the virtual folder.
- 2 In the set of files you downloaded and extracted for this service pack, copy the contents of the `KCWebDeployPatch` folder to the virtual folder on the Web server.
- 3 Navigate to the virtual folder.

- 4 Run `KCWebDeploy.exe`.
- 5 Run `setup.exe -URL="<url to web server>"`.

## Patching Web Deployment for New Web Servers

For new web servers, do the following:

- Follow the instructions in the installation guide to configure Webdeploy from the installation media.
- Follow the procedure in the preceding section for patching web deployment for existing Web servers.

## Uninstalling Kofax Capture 10.1.1

Use this procedure to remove Kofax Capture 10.1.1.

- 1 Stop services for any Kofax add-on products you have installed. If you attempt to uninstall the service pack while these services are running, an error similar to the following may appear in the Kofax Capture error log:  

```
0x00000018, 0, 0x80040FDA, 0x00000000, 0x00000000, C:\Program Files  
(x86)\Kofax\CaptureSS\ServLib\Bin, DBUtil, CONFIG12517VM0:Sess 2,  
10.01.1043, Utilities.UnPatchDatabases, 0, [4058] KdoLib: The database  
is in use. Please close the following applications or services: Kofax  
Capture Scan Application
```
- 2 Use one of the following methods to uninstall the service pack:
  - Use Programs and Features or Add/Remove Programs (depending on your version of Windows) in the Control Panel.
  - Use the `msiexec` command to run the uninstallation in a Command Prompt window. At the command prompt, type `msiexec` to view the syntax for all options, including removal.
  - Use an enterprise mechanism designed to remove product updates such as the service pack.

# Resolved Issues

This chapter lists the issues that have been resolved since Kofax Capture 10.1.0 R2:

- [Issues Resolved in Kofax Capture 10.1.1](#)
- [Issues Resolved in Kofax Capture 10.1.0.4](#)
- [Issues Resolved in Kofax Capture 10.1.0.3](#)
- [Issues Resolved in Kofax Capture 10.1.0.2](#)
- [Issues Resolved in Kofax Capture 10.1.0.1](#)

Each Kofax Capture product release is cumulative and includes the resolved issues from earlier releases.

## Issues Resolved in Kofax Capture 10.1.1

This section lists the issues that are resolved when you install this service pack.

### SecurityBoost Caused Filtering Issue

When SecurityBoost was selected and a batch filter was applied for a certain user in Batch Manager, the same filter was also applied to other users. (120240)

### Error: Batch Class Unavailable to Scan Operator

When attempting to create new batches, scan operators reported the following intermittent error (315093):

```
2014-02-26 12:38:20, 0x00000018, 0, 0x00000104, 0x00000001, 0x00000000, C:\Program Files\Kofax\CaptureSS\ServLib\Bin, Scan, WS07546:Sess 4, 10.1.0.1.0.800, BatchInspector.cpp, 702, Batch Class "Doc Prod 2-Pge-Simplex" is not available to the user that is currently logged in. The user may no longer have rights to use this Batch Class or the Batch Class may have been removed from the published Batch Class list. Please contact your system administrator to make this Batch Class available., CKfxException: 0x00000104Object deleted error - Doc Prod 2-Pge-Simplex.File: sessops.cppLine: 263Pkg : 0Stat: 0x3B9ACBF6, 0x00000000, 0x00000000, === begin CallStack output ===778170F4:< no module><no symbol>7791D0B7: <no module><no symbol>=== end CallStack output
```

### Batch Insertion Delayed at Central Site in High-Volume Processing Environment

In a high-volume processing environment with a SQL Server database, delays occurred when batches were inserted at the central site. (325975, 365775)

## **Gradual Export Performance Degradation with High-Volume Processing**

As the batch load increased in a high-volume processing environment, gradual performance degradation was reported for the Export module. The issue occurred when a custom export connector or the Kofax Text export connector was in use. (342875)

## **Performance Degradation in High-Volume, Custom Environment**

An overall performance degradation was reported as the batch load increased in some high-volume processing environments that used a combination of custom and standard modules or services. (343048, 366102)

## **Scan Report Logs Mistakenly Generated**

When ACConfig.xml was used to turn off Reporting logs (<ReportingEnable="0"/>), the Reporting log remained in effect for the Scan module. (344280)

## **PDF Output Failed Intermittently**

If two languages were selected in a recognition profile, and batches were processed by the PDF Generator service, PDF generation failed intermittently with the following error (344282):

```
Advanced Recognition Engine Error: 779 Failed to generate PDF
output
```

## **Fixed Page Separation Worked Improperly**

In Kofax Capture 10.1, the Kofax Fixed Pages separation method did not work properly. (345118)

## **Multiple Rows and Columns Problematic with Custom Panel**

If the sample custom scan panel display was set for viewing two or more rows or columns, an error occurred after you attempted to import one file. (345243)

## **Error with Multipage TIFF - LZW Compression**

When the Text export connector was used to select Multipage TIFF - LZW Compression, the following error occurred (345507):

```
Export Error: Script #1 (Catalog Orders Text Release) [76 Could not find a
part of the path 'C:\MyWorking\KFX00000010\00000010'.]
```

## **Validation: Ctrl+I Caused Problems**

When Ctrl+I was used to create a new table field in the Validation module, either the module failed or the tabbing functionality stopped working. (345605)

## Batch Class Description or Batch Field Not Updated

When modifications were made to a batch class description or a batch field, the changes were not applied. (345786)

## KCN Server Error Reported

In a KCN Server environment, the following error was reported (345787):

```
[3022] KdoLib: Duplicate value in index, primary key, or
relationship. Changes were unsuccessful.: Violation of UNIQUE KEY
constraint 'AcisIdMapOriginal1'
```

## Batch Class Intermittently Unavailable to Logged-In User

The following error occurred intermittently when the logged-in user could not access a batch class (345788):

```
Batch Class <name> is not available to the user that is currently logged in.
```

## KCN Service Unresponsive After Statistics Imported

When a large amount of statistics were imported into an Oracle database, the KCN service became unresponsive. (346612)

## Values Not Recognized for Matrix Text Type

While the Advanced OCR or Kofax High Performance OCR was selected, numeric and other values associated with the Matrix text type were not accurately identified. (347775)

Enhancements were made to ACConfig.xml to prevent this issue. See [Matrix Text Type Values Supported](#).

## Invalid Characters Inserted into Index Field Values

Unwanted spaces and the number 1 were intermittently inserted into index field values during the OCR process. (347776)

Enhancements were made to ACConfig.xml to prevent this issue. See [Ensure Integrity of Values in Index Fields](#).

## Report Data Missing with Oracle Database

When Kofax Capture Advanced Reports was used to generate reports based on records in an Oracle database, data was missing from some reports. (347807)

## Unregistered Workflow Agent Affected Batch Processing

After a workflow agent was unregistered, a batch was sent to Quality Control and the following error occurred (349219):

```
"SampleAgentWithSetup.Net." (429 Cannot create ActiveX component.)
```

## Custom Module Failure

After a document form type was set, and an operation over a batch object (such as BatchClose or XMLExport) was called, a custom module implemented in C# failed. (352388)

## Auto Import Caused Error

After an attempt to use Auto Import, the following error occurred (359881):

Auto-import was canceled by a user-defined command.

## PDF Generator, Recognition Server Services Stopped Intermittently

If the User Profiles feature was enabled, the PDF Generator and Recognition Server Services stopped intermittently and generated the following error (359882):

Error HRESULT E\_FAIL has been returned from a call to a COM component.

## KCNS Service Error

In Kofax Capture 10.0.2.3, the KCNS service issued the following error when batches were added at the central site (359884):

```
C:\Program Files\Kofax\CaptureSS\ServLib\Bin, ACSvc, SERVERNAME,
10.0.4554.0, clsRegionalConverter.TranslateDb, 0, ACISV: [4006]
KdoLib: Error executing SQL command. Syntax error detected in SQL
statement. (120) (60)
```

## Web Services Import Connector: Empty JPG File Stopped Scan Process

When Kofax Capture Import Connector for Web Services was used to import images, the scan process stopped if it encountered an empty JPG file. (359885)

## Server Name Change Prevented Update

If you attempted to update a Kofax Capture 10.1 installation after the server was renamed, the update could not run successfully. (363264)

## Issues Resolved in Kofax Capture 10.1.0.4

This section lists the issues that were resolved in Kofax Capture 10.1.0.4 (or Kofax Capture 10.1 Fix Pack 4).

### Batch Properties Appeared During Validation

If you pressed Ctrl+E during Validation, the Batch Properties window appeared. (103917)

### Unable to Recall Batch from Remote Site

A feature was not available to use a custom module to recall a batch from a remote site back to a central site. (322319)

This ability is now available. See [Ability to Recall Batch from Remote Site](#).

## Slowdown with Document Splitting

In Kofax Capture 10.1.0.1, document splitting took longer than it did in earlier versions of the product. (323692)

## Non-Existent Field Name Error

In a Kofax Capture 10.1.0.2 KCN Server environment, the following error occurred if a “Time out after inactivity” value was initially set and subsequently removed in a user or group profile. (324940)

```
KdoLib: A non-existent field name was used: 'TimeOut'.
```

The error occurred after the RSA was run.

## Fixed Page Separation Handled Blank Pages Incorrectly

Fixed Page Separation was not working correctly if Blank Page Deletion was selected. (325310, 346033)

## Validation: Creating New Table Row Problematic

If you pressed Ctrl+I to insert a new table row, the Validation module either failed or generated an error. (325768)

## Image Address Counter Value Per Batch Class Not Saved

The ability to save the Image Address counter value per batch class was not supported. (325993)

For details about the solution delivered with Kofax Capture 10.1.0.4, see the ReadMe delivered with the fix pack.

For details about implementing the solution after you install Kofax Capture 10.1.1, see [Manage Image Address Counter Value](#).

## Image Address Counter Value for Kodak i1860 Not Saved

In Kofax Capture 10.0.0.2, the Image Address counter value for a Kodak i1860 was not retained from one batch to another within the sameScan module session. (325995)

For details about the solution delivered with Kofax Capture 10.1.0.4, see the ReadMe delivered with the fix pack.

For details about implementing the solution after you install Kofax Capture 10.1.1, see [Manage Image Address Counter Value](#).

## Event Failed After Navigation from Blank Index Field

If an index field was blank, and the operator navigated to another document, the FieldPostProcessing event for the current field sometimes failed to fire. (326680, 326745)

## Unable to Generate PDF/A-1B Files Without PDF/A-1A Compliance

In previous versions of Kofax Capture, you could not generate PDF/A-1B files that were not also PDF/A-1A compliant. (326749)

Enhancements were made to ACConfig.xml to support this ability. See [Generate PDF/A-1B Files Without PDF/A-1A Compliance](#).

## WorkflowAgentSkipIfCantLoad Flag Did Not Work

In Kofax Capture 10.1.0.3, the WorkflowAgentSkipIfCantLoad flag was not working. As a result, a module would fail upon exit if the workflow agent did not exist. (328157, 328158)

## PDF Generator Service Stopped on Computer Exceeding 16 CPU Cores

On computers equipped with more than 16 CPU cores, the PDF Generator service stopped running. (328160, 328161)

## Remote Site Profile Not Updated After Synchronization

When a remote site profile was updated at the central site, the changes were not reflected after synchronization for batches created at the remote site. (342155)

## ImageDirectory Path Feature Did Not Work

The feature for using ACConfig.xml to change the temporary image path at a remote site was not working properly. After a new ImageDirectory Path value was assigned in ACConfig.xml, the default path was used instead of the newly assigned path. (344019, 345604)

## Index Value with Curly Brackets and Dash Changed in Validation

If an index value consisted of text followed by curly brackets and a dash, the text was removed from the value during processing in the Validation module. (344277, 344526)

## Issues Resolved in Kofax Capture 10.1.0.3

This section lists the issues that were resolved in Kofax Capture 10.1.0.3 (or Kofax Capture 10.1 Fix Pack 3).

### PDF Picture Used JPEG 2000 instead of JPEG Compression

Even though PDF picture output was set to use JPEG compression, JPEG 2000 compression was applied instead. (313622)

### Unsupported Methods Exposed

In the Kofax Capture 10.1 .NET API, some unsupported Add and Remove methods were exposed. (313839)

## Deleted Documents, Pages Not Recorded in StatsBatchModule

If a document was deleted from a folder in the batch structure, the documentsDeleted and PagesDeleted columns in the StatsBatchModule table did not contain information about the deletion. (314042)

## Update to Note Attribute for Workflow Agent Caused Error

If you attempted to update the Note attribute for a workflow agent in the oDocumentElement object, the following error appeared (314751, 328140):

```
An item with the same key has already been added.
```

## Poor OCR Results After Upgrade from Kofax Capture 9

Poor OCR results were reported after an upgrade from Kofax Capture 9 to 10.1. (315936)

To ensure optimal OCR results in this scenario, you can update the Kofax Advanced OCR Zonal profile or the Kofax High Performance OCR Zonal profile.

### Kofax Advanced OCR Zonal profile (recommended):

In the Recognition Profiles window, select the "Non-natural language" setting and then enter "A-Z0-9-" in the "Characters can be included in a word (Ex: -,1,2,3...):" edit box.

In the Advanced OCR Recognition Settings window, select "Attributes\Low resolution mode" and "Operation\Maximize accuracy."

Add the following tags to ACConfig:

```
<ACConfig>
...
<NonNaturalLanguage>
  <Profile Name="abc" RegExp="[A-Z][A-Z][0-9]-[0-9][0-9][0-9][0-9][0-9][0-9][0-9][0-9]" />
</NonNaturalLanguage>
</ACConfig>
```

### Kofax High Performance OCR Zonal profile

In the Recognition Profiles window, enter "A-Z0-9\-" in the "Character set:" edit box.

Add the following tags to ACConfig:

```
<ACConfig>
...
<OCEProfilesConversion>
  <Profile Name="abc" Performance="0" LowResolutionMode="1" />
</OCEProfilesConversion>
<NonNaturalLanguage>
  <Profile Name "abc" Enable="1" RegExp="[A-Z][A-Z][0-9]-[0-9][0-9][0-9][0-9][0-9][0-9][0-9][0-9]" />
</NonNaturalLanguage>
</ACConfig>
```

## .NET Validation Script Could Not Populate the SuggestedValues Collection

In Kofax Capture 10.1, the default .NET managed libraries were unable to populate an index field's SuggestedValues collection. (316059)

## **SharePoint Field Validation Issue**

In Kofax Capture 10.1 and 10.1.0.1, SharePoint field validation was not working. (316102)

## **Web Deployment Error During Fix Pack Installation**

An error occurred if Web deployment was used to install Kofax Capture 10.1.0.2. (316313)

## **User Interface Preferences Not Saved When SecurityBoost Was Active**

If the scan user adjusted the View settings for the Definitions panel or status bar, they were not saved if SecurityBoost was active. (319554)

## **Notes Panel Always Visible in Quality Control**

In the Quality Control module, the Notes panel was always visible, even if the View preferences were set to hide it. (319559)

## **SharePoint Validation Error**

The following error occurred during SharePoint validation (320686):

```
Could not load file or assembly  
'Script Error: Could not load file or assembly ':///D:Program  
Files(x86)/Kofax/CaptureSS/ServLib/Bin/Kofax.SharePoint.Validation.dll'  
or one of its dependencies. The device is not ready. (Exception  
from HRESULT:0x80070015).
```

## **Index Fields Not Populated Correctly After KTM Validation**

When a Kofax MarkView invoice was scanned and processed in KTM Validation, the index fields were not populated correctly. (321282)

## **Unable to Customize Access to Administrative Functions**

If a user profile did not grant access to the Administration module, it could not allow access to other Administration module functions. (322014)

## **Remote Site Conversion Unsuccessful During Unattended Installation**

During an unattended installation of Kofax Capture 10.1, the remote site conversion was unsuccessful and had to be performed manually. (322369)

## **Kofax Capture Modules Failed If Launched from Citrix Session**

Some Kofax Capture 10.1 modules were failing intermittently if they were launched from a Citrix session. (322387, 328134)

## Document Count Mistakenly Listed as Zero

Even though batches existed in the workflow, the “Number of documents” in the Open Batch window was listed as zero. (322643)

## Events Did Not Fire for Blank Index Field

In the Validation module, the FieldPreProcessing and FieldPostProcessing events did not fire when you placed the focus on a blank index field. (323578, 325977)

This issue occurred under the following conditions:

- The “Validate data entry input even if value does not change” check box was selected on the Batch Class Properties - Advanced tab.
- SuppressFieldEventsOnDocClose() was set to True in a VB.NET validation script.

## FieldPostProcessing Event Fired Twice

The FieldPostProcessing Event fired twice during a switch to Batch Editing Mode, if SuppressFieldEventsOnDocClose was set to True. (323779, 325978)

## Validation Module Failed During Exit

The Validation module failed intermittently as it was being closed. (324138, 328135)

## Option to Exclude Project Folder from Synchronization Not Available

The Kofax Transformation Modules project folder could not be excluded from synchronization of a remote site. (324366)

For details, see [Ability to Exclude Project Folder from Synchronization](#).

## Folder Contents Deleted During Custom Panel Import

If you registered AdminModuleSamplePanel.dll and tested it by importing batch classes, the contents of CaptureSV\AdminDB were deleted. (324906, 328138)

## Incorrect Memory Handle Caused Modules to Fail

Several Kofax Capture modules were failing to start; the issue was caused by an incorrect memory handle in Batch Manager. (325455)

## Enhancements Needed to Restrict Font Output from PDF Generator

You could not restrict the fonts used in the output from PDF Generator. (325458, 325976)

## Issues Resolved in Kofax Capture 10.1.0.2

This section lists the issues that were resolved in Kofax Capture 10.1.0.2 (or Kofax Capture 10.1 Fix Pack 2).

## Unable to Open Batch in Validation Module

If you installed Kofax Capture 10.1 with the /novb6 option and registered an OCX panel or Scan API panel, the following message appeared if you attempted to open a batch in the Validation module (102091):

```
Unable to open batch "#numberofbatch"
```

## Import Failed if .Tif File or Path Included Unicode Characters

If you attempted to import .tif files that included Unicode characters in their file or path names, a "File not found" error occurred. (106803)

## Text Export Connector Didn't Export Table Data with Default Values

If you configured a document class with table fields that used default values, they were not exported successfully when the text export connector was selected. (107625)

## Default Batch Name Not Applied

In Kofax Capture 10.1, if you used a custom scan panel to open the Create Batch window, the default batch name was not applied. (285686)

## Batch Sent to Wrong Queue

If Batch Manager was used to send a batch to the Scan queue, the batch was routed instead to the most recently used queue in the workflow. (292953)

## Error Occurred During Database Export Connector Setup

A SQL data type called "timestamp" was mistakenly populated by Kofax Capture instead of SQL, and the following error occurred (306583):

```
You must have a link to all required database fields.
```

## Separator Sheet Utility Failed to Produce Accurate Bar Code

If you used the Separator Sheet Utility with a batch class name that exceeded 29 characters, the bar code was displayed incorrectly and an error occurred. (306814)

## Batch Manager Unusable with High Number of Batches

You could not run Batch Manager successfully while a high number (such as 30,000) of batches existed in the processing workflow. (307594)

## Validation Module Failed Intermittently

The Validation module failed intermittently, due to an unexpected value encountered when the menu was redrawn. (307660)

## Database Error During Remote Site Synchronization

After Kofax Capture 10.1.0.1 (Fix Pack 1) was installed for use with an Oracle 12c database, the following database error occurred during remote site synchronization (308756):

```
(4913) Fatal database error - Error getting data reader from stored procedure.
ORA-00600: internal error code, arguments: [qerixGetKey:optdesc], [116], [2], [],
[], [], [], [], [], [], [], []ORA-06512: at "C##REM.PROCGETNEXTBATCH_V101", line
249ORA-06512: at line 1(procGetNextBatch_V101), Station ID: 12CREM:Sess 1 (12C-REM).
```

## Properties Not Excluded During Admin Path Substitution

Certain properties (ReleaseDir, TextFileDir and KofaxPDFDir) could not be excluded during Admin Path Substitution, even though they were not in use. (309456)

## Could Not Publish Batch Class If Region, Language Set to Turkish

If the region and language for the operating system was set to Turkish, a batch class could not be published successfully, and the following error occurred (309476):

```
Publishing in progress....
```

```
Publishing aborted: test
```

```
An item with the same key has already been added. (60) (40) (70) (10)
[Export(0)]
```

## VB6 Workflow Agents Not Working After Fix Pack Installation

After Kofax Capture 10.1.0.1 (Fix Pack 1) was installed, VB6 workflow agents were not working. (309969, 310207)

## Server Name Changes Prevented .MSP Installation

On 64-bit operating systems, the .msp file used to install an update to Kofax Capture 10.1 would not run if the original server name had changed. (310569)

## Kofax Capture 10.1 Services Stopped on Windows 8

Kofax Capture 10.1 services stopped unexpectedly when they were run on a Windows 8 computer. (310643)

## Bar Codes Read As Text When *Next Page* Button Used

While using Rubber Band OCR, bar codes were read as text if the Next Page button was used. The problem did not occur if the Next Document button was used. (311013)

## Validation Failed for Index Field Value with Curly Brackets, Hash Symbol

If an index field contained a bar code value consisting of curly bracket or hash characters, Validation processing failed with the following error (311015):

```
Microsoft Visual C++ Runtime Library
Runtime Error!
Program: C:\Program Files\Kofax\CaptureSS\ServLib\Bin\index.exe
abnormal program termination
```

## PDF Generator Generated Grayscale PDF from Color Images

After Kofax Capture 10.1.0.1 (Fix Pack 1) was installed, the PDF Generator produced grayscale PDF from color images. (311076)

## ABBYY FRE Error: *Cannot Create Temporary File*

After Kofax Capture 10.1.0.1 (Fix Pack 1) and an ABBYY update were both installed, intermittent errors such as the following were reported by the PDF Generator and OCR Full Text modules (311125, 314550):

```
2014-02-12 11:19:05, 0x00000018, 0, 0x00000000, 0x00000000, 0x00000000, C:
\Program Files (x86)\Kofax\CaptureSS\ServLib\Bin, Kofax Capture PDF Generator,
HBGESDHKOFAX2:Sess 2, 10.01.0525, , 0, CKfxException: 0x0000001A Page 0 of the image
file cannot be opened due to the following error: Cannot create temporary file in
C:\PROGRA~3\Kofax\Capture\Local\Tmp\PDF\000005b6\ABBYY FineReader Engine 10. File:
AbbyyRecognizer.cpp Line: 668 Pkg : 0 Stat: 0x00000304, 0x00000000, 0x00000000
```

## XML Import Connector Did Not Create New Log if Month Changed

If the XML Import Connector service with the LogMonthly:Directory switch was used, a new log was not created as expected when a new month began. Instead, the batch information for the new month was sent to the original log. (313486)

## Issues Resolved in Kofax Capture 10.1.0.1

This section lists the issues that were resolved in Kofax Capture 10.1.0.1 (or Kofax Capture 10.1 Fix Pack 1).

### Inconsistent Results After KCN Server Site Switch

If you selected a KCN Server Site Switch, the change did not always go into effect immediately. (102846)

### Custom Document Class Storage String Truncated

During the process of downloading a custom document class storage string from a central site to a remote site, the string was truncated. (103625)

### RSA Error for Batches Using Oracle Database

When you attempted to use the Remote Synchronization Agent to upload or download batches using an Oracle database, an error similar to the following appeared (105232):

```
Error Downloading batch: (-2147217372)
(M Bobrova) [4132] KdoLib: Error importing XML. Specified time is
not supported in this calendar. It should be between 04/30/1900
00:00:00 (Gregorian date) and 05/13/2029 23:59:59 (Gregorian date),
inclusive.Parameter name: time, Central Site: KFX_CNTRL_SITE,
Station ID: LDNGCBWA196545:Sess 1 (LDNGCBWA196545).
```

## Change to Endorser String Orientation Caused Error

When using Kofax Capture with a Böwe Bell + Howell Ngenuity scanner equipped with an endorser, the following error appeared if you changed the endorser text string orientation from 0 to 90. (106060)

The front orientation is not supported. It has been reset.

## Text Export Connector Not Exporting Batch, Index Field Data

When you used the Text export connector to specify batch and index field values, they were not exported successfully. (107625)

## Could Not Use *Save As Shared Profile*

If you used a UNC path to access a shared folder and then left it open in Windows Explorer, a problem occurred when you attempted to select “Save as Shared Profile” from Scan or Quality Control. Either the module closed unexpectedly, or errors occurred. (114541)

## Zone Test Import Allowed Any File Type

If you selected an index zone, clicked Zone Test, and then clicked Add, the Import window allowed any file type to be added to the “Files to import” list, even though .TIF was the only supported file type. (114544)

## Information Message Logged Mistakenly as Error

A Kofax Capture informational message was mistakenly written to the event viewer as an error. (114546)

## Poor OCR Results After Upgrade from Kofax Capture 8

Poor OCR results were reported after an upgrade to Kofax Capture 10.x from version 8. Use one of the following methods to ensure the correct results (114550, 310821):

- 1 Use an ACConfig setting.

This mechanism preserves the behavior that was integrated into Kofax Capture 10.0.2.4. Set up a high performance recognition profile with Character set = “A-Za-z0-9\_” and add the following tag to ACConfig:

```
<ACConfig>
...
  <NonNaturalLanguage>
    <Profile Name="abc" Enable="1"/>
  </NonNaturalLanguage>
</ACConfig>
```

If you still notice incorrectly recognized results, append the following tag:

```
<ACConfig>
...
  <OCEProfilesConversion>
    <Profile Name="abc" Performance="0" TextBlock="1"/>
  </OCEProfilesConversion>
</ACConfig>
```

- 2 Use the non-natural language feature.

This mechanism re-uses and enhances the existing non-natural language feature in Kofax Capture 10.1.

- In the Batch Class Properties - Advanced tab, in the Rubber Band OCR group, select Kofax Advanced OCR Zonal and click Edit.

On the Recognition Profiles window, select the “Non-natural language” check box, and enter “A-Za-z0-9\_” in the “Characters can be included in a word” setting.

- Click Advanced to open the Advanced OCR Recognition Settings - Elements tab.
- Select the “Text block” check box.
- On the Operation tab, select “Maximize accuracy.”

## Exporting Two Tables from Same Database Caused Error

In Kofax Capture 10.0, the following error occurred if two Database export connectors were configured to export two different tables from the same database. (116402)

```
Export Error: Script #1  
(Release 1) [5 Document Table (dbo.ReleaseDocument): ERROR [HY000]  
[Microsoft][ODBC SQL Server Driver]Connection is busy with results  
for another hstmt]
```

## Processing Delays, Errors Reported

In a KCN Server environment, a series of processing delays and errors were reported. (116721)

## Insufficient License Reported for PDF Image+Text

When Kofax Capture 10.0.1 was used to process images originating in Kofax Front Office Server 3.5.2.6, a message regarding an insufficient license was reported for some batches processed using the PDF Text+Image profile. This situation occurred if the batches were sent to the PDF Generator after exception processing in Quality Control. (118521)

## Delayed Response for Scan Operation

In Kofax Capture 10.0.2, the scanner did not respond for several seconds after you clicked the Scan button. (118523)

## Workflow Agent for Earlier Version Not Running on Kofax Capture 10.1

If you created a Kofax Analytics for Capture workflow agent for use with Kofax Capture 9 or 10.0, it failed to run on Kofax Capture 10.1. (119889)

## ValidationErrorException Did Not Work as Expected

In Kofax Capture 10.1, a batch was sent to Quality Control if you executed code in a VB.NET validation script to throw a new ValidationErrorException. Instead, the focus should have stayed on the error field with an error message displayed in the status bar. (120264)

## Validation Error for Access Database

If you used Kofax Capture 10.1 to perform a database lookup in the Validation module using Database Validation with an Access database (.mdb file), the following error occurred (120276):

```
Database Validation Error
DBLMgr: The 'Provider=Microsoft.Jet.OLEDB.4.0' provider is not
registered on the local machine.
```

## .NET Validation Script Customconfig DLLs Not Updated

The .dll.Customconfig files for the .NET validation script DLLs were not updated if a batch class was republished. (120341)

## Validation Failed During Processing

In Kofax Capture 10.0.2.2, the Validation module failed while processing batches that contained 85 or more documents. The document class had 50 or more fields and a VB.NET validation script was used. (256197)

## Delayed Move to Next Invalid Document

In Kofax Capture 10.0.2, a delayed response occurred if you moved from one invalid document to another while working in the Validation module. (270009)

## Blank Serial Number at Remote Sites

In a KCN Server environment, if you opened the License Utility at a remote site, the Kofax serial number was blank. The serial number displayed correctly at the central site. (282917)

## Batches Reverted to Previous Queue

In Kofax Capture 10.0.2.2 in Batch Manager, the items in the Queue column on the batch list sometimes reverted to the previous queue in the batch processing workflow. This occurred after you viewed the properties for any batch on the list. (282919)

## Document Save Operation Took Too Long

In the Validation module, the first Save operation took much longer than expected, especially if the batch contained a large number of documents. (282953)

## OriginalFileName Attribute Caused Error

In Kofax Capture 10.1, the following error occurred if you used the XML import attribute OriginalFileName. (283003)

```
Object reference not set to an instance of an object. {91
Kofax.Capture.CaptureModule}
```

## Synchronization During Unattended Scanning Caused Scan Module to Fail

In Kofax Capture 10.0.2.2, the Scan module failed if unattended scanning occurred while RSA synchronization was in progress. (283090)

## Spacebar Did Not Work Initially as Shortcut Key

In Kofax Capture 10.1, an initial attempt to use the Spacebar as a shortcut key for Scan All was not successful until you clicked the Scan All button. Subsequently, the Spacebar worked as a shortcut key for Scan All. (283505)

## Snippet Creation Via KfxImageFile Generates Inversed BMP Files

In Kofax Capture 10.1, if you used an SBL script with the KfxImageFile variable enabled to create a snippet for a recognition profile, inversed (negative) BMP images were generated instead of TIFF images. (283647)

## Empty Batches Recorded Unexpectedly in Log

If Kofax Capture 10.1 was used with Kofax Import Connector 2.3, batches with no pages were recorded unexpectedly in the log if the number of Kofax Import Connector instances increased. (284191)

## User Mode Not Checked Before Altering Database

In Kofax Capture 10.1, errors were issued to users who did not have the ALTER permission for the SQL database. The errors occurred in Batch Manager, which required the ALTER permission to perform routine processing. (284348)

## Refresh Command Not Sent from Custom OCX to Administration Module

The Refresh command was not sent successfully to the Administration module from a custom OCX. (285071)

## Stored Procedures Adversely Affected Performance

When Kofax Capture 10.0.2.2 was used with a SQL database, the following stored procedures adversely affected performance (285187):

- procGetNextBatchBF\_V10
- procGetNextBatchBC\_V10
- procGetNextBatchBFBC\_V10

## Table with Multiple Rows Could Not Be Imported

In Kofax Capture 10.1, the XML Import Connector failed to import a batch containing a table with more than one row, and the following error appeared in the log (285662):

```
2013-11-28 10:44:25, 0x00000018, 0, 0x00000006, 0x00002328, 0x0000232E, C:\Program
Files\Kofax\CaptureSS\ServLib\Bin, scan, CPCVM13, 10.1.0.0.525, scan, 0, System
error (Parameter out of range. { 2104 scan }), , === begin CallStack output ===
```

## XML Import Connector Stopped Processing Batches

After an upgrade from Kofax Capture 8 to 9, the XML Import Connector service stopped processing batches. (285699)

## PDF Image+Text Yielded Poor Quality

When the PDF Generator module was used to process a batch using PDF Image+Text, the quality was degraded. (292477)

After installing the service pack, prevent degradation by setting the following value to 1:

```
HKEY_CURRENT_USER\Software\Kofax Image Products\Ascent Capture
\ImportRequiresIP
```

If problems persist, add the following tag to ACConfig:

```
<ACConfig>
...
<FRE10 CorrectColorDepth="1"/>
</ACConfig>
```

## Delay in Opening Batch Manager

If you attempted to open Batch Manager while batch class updates were in process at remote sites, delays occurred, along with intermittent errors related to batch classes not being available. (292760)

## Single Batch Upload Via Batch Manager Caused Admin Data Update

If a remote site profile needed to be updated, and a batch was processed through Batch Manager, the ACISAdminRevision value at the remote site was not updated along with the other data. As a result, individual admin data updates occurred for each subsequent batch until a full synchronization was performed with the RSA. (292761)

## Error Stopped Import Process

When the login and password for a user profile were disabled while the Kofax Import Connector Plugin service was running, the import process stopped when the following error occurred (292764):

```
Error getting information about user profiles from Kofax Capture
```

## KCN Server: Workflow Agent Caused Database Error When Batch Was Routed to Remote Site

When a workflow agent was implemented for a batch class configured to scan at a remote site and perform all processing at a central site, the following error appeared in the Batch History in Batch Manager (292767):

```
System.Runtime.InteropServices.COMException (0x800A2AFA):
DBLiteOpt: [11002] DBLiteOpt: The primary key is missing for the
associated table. (Batch) at
Kofax.DBLiteOpt.ACDataElementClass.FindChildElementByName(String
```

```
strChildElementName) at WFA_TE
```

## Validation Failed After Right-Click on Batch Icon

If batch editing was enabled for the Validation module, and you right-clicked on a batch after rejecting a page, the module failed. (293026)

## PDF Generator System.DivideByZeroException

Certain images generated a PDF Generator unhandled exception. (293042)

To resolve this issue, you must also install an ABBYY patch (ABBY\_Patch\_for\_Capture-10.1.msp). If you still notice unexpected recognition results after installing the patch, do the following to improve recognition:

- If the recognition profile is Kofax Advanced OCR Zonal, use either or both the following settings:

```
Operation\Maximize accuracy  
Elements\Text block
```

- If the recognition profile is High Performance OCR profile, add the following tag to ACConfig:

```
<OCEProfilesConversion>  
<Profile Name="abc" Performance="0" TextBlock="1"/>  
</OCEProfilesConversion>
```

## ValidateUser Failed to Authenticate Linked User

A ValidateUser failed to authenticate a KTM Thin Client linked user in the following situation (293671):

- 1 Users were linked between a primary and child domain.
- 2 An IIS application pool identity user was used from one domain.
- 3 A linked user from one domain logged into the Thin Client on the other domain.

## SecurityBoost Affects User Interface on Windows 7

When the SecurityBoost feature was used in a client/server environment on Windows 7, the user interface elements did not display properly. (293672)

---

# Known Issues

This chapter contains information about potential issues that you may encounter while using Kofax Capture 10.1.1.

## User Profile Update Via Command-Line Parameter Not Supported

If you use the `-modify` command-line parameter to update the user profile username and password for a Kofax Capture service per the instructions in the *Kofax Capture Administrator's Guide*, the changes do not go into effect. The documented procedure is no longer supported, and the guide will be revised for Kofax Capture 10.2. (353482)

**Workaround:** Remove the Kofax Capture service, and then assign the updated username and password when you reinstall the service.

## After Error, XML Import Connector Not Processing Next XML File

If the User Profiles feature is enabled, the XML Import Connector is unable to process the next XML file after the following error occurs (335417):

```
COMException 2121 The user or password is not valid
```

**Workaround:** To recover from the error, do the following:

- 1 Configure the correct user profile password in the XML file.
- 2 Configure the KCIC-XML service or module to use the correct `-u` and `-p` parameter value.

## Error While Creating Batch or Viewing Batch Properties

If Kofax Reporting is enabled, the following error may occur during the process of creating a batch or viewing batch properties (362468):

```
Runtime Error! Program <path to>\Bin\Ops.exe
```

**Workaround:** Use the `<Reporting Enable="n"/>` parameter in `ACConfig.xml` to disable Kofax Reporting, and enter a value other than "1":

- 1: Enables Kofax Reporting
- n: Disables Kofax Reporting if you set any value other than "1".

## Batch Field Value Disappears After Batch Properties Viewed

In Batch Manager, if batch filtering is enabled and values are displayed in the "Batch field" column, they may disappear from the screen if you double-click a batch to view its properties. (349028)

**Workaround:** To display the values again, do one of the following: on the View tab, in the Refresh group, click **Refresh**; or press **F5** on your keyboard.

## PDF Generator Error

The following error may occur during processing in the PDF Generator module (343277):

```
PDF Generator Error: Internal program error: .\Src  
\DocumentFontStyleFinder.cpp, 346
```

**Workaround:** Prevent the error by changing the recognition engine setting specified in the Administration module.

- 1 Select **Advanced OCR Recognition Settings > Operation > Performance vs. Accuracy**.
- 2 Change the recognition engine selection.
- 3 Republish the batch class and reprocess the batch.

## Duplex Scanning Causes Wrong Sample Page Replacement

If you attempt to replace a single sample page for a form type, the back side of the replacement page is used instead of the front side, if the scan properties are set for duplex scanning. (103926)

**Workaround:** Do one of the following to prevent the issue:

- Change to simplex scanning before replacing a sample page.
- If you use duplex scanning, place the replacement page in the scanner feeder so that the desired side is scanned last (the last image received from the scanner, the back side of the page, is used to replace the sample page).

## Manual Upgrade to Kofax Capture 10.1.0 R2 Required for Web Deployment

In the following scenario, an upgrade through Web Deployment does not work as expected (284962):

- You successfully upgrade a Web Deployment server from Kofax Capture 10.1.0 to Kofax Capture 10.1.0 R2.
- You attempt to access the Web Deployment server from a workstation where Kofax Capture 10.1.0 is still installed, and the prompt to perform the upgrade does not appear.

Web Deployment works as expected if you are upgrading from Kofax Capture 10.0.0, or if you are performing a new Kofax Capture 10.1.0 R2 installation.

**Workaround:** On the workstation, perform the upgrade to Kofax Capture 10.1.0 R2 manually.

## Hardware Requirements for Scan Station Not Documented

In the *Kofax Capture Installation Guide*, the recommended hardware requirements for client workstations are not adequate for scan stations.

**Workaround:** See the following table for the recommended hardware requirements for scan stations.

|               |   |
|---------------|---|
| Processor     | Intel Core 2 Quad/AMD Athlon II X4, or equivalent   |
| System memory | 1 GB or more  |
| Disk space    | 1.5 GB on any local drive, plus 300 MB available where your operating system is installed, for installation files, temporary files, and working space during processing |
| Display       | 1024 x 768 with 24 bit color, small fonts; 24 bit color is recommended for the best viewing of online Help  |
| USB port      | Enhanced Bar Code Engine hardware key (optional)  |
| Printer       | 600 dpi to support the Separator Sheet Utility (optional)   |
| NIC           | 100 Mbps  |

## Default Scan Source Removed During Upgrade from VRS 5.1 OEM to Kofax Capture 10.1.0

If you install Kofax Capture 10.1.0 on a computer where a VRS 5.1 OEM installation already exists, the default scan source setting is not retained. (284811)

**Workaround:** Start the VRS Administration Console, and use the Scanner Configuration settings to manually reset the default scan source.

## Installation Fails Unless .NET Framework 3.5.1 Installed

To run the Kofax Capture 10.1.0 installation successfully on Windows 8 or Windows Server 2012, you must install and activate Microsoft .NET Framework 3.5.1 **before** starting the installation process. Otherwise, the installation fails. (103077)

The same requirement applies to any other Windows operating system that does not preinstall Microsoft .NET Framework 3.5.1.

## Standard Database Conflict with Kofax Front Office Server 4.0

If you attempt to install Kofax Front Office Server 4.0 on a computer where Kofax Capture 10.1.0 with the standard database already exists, the installation process does not finish successfully. (SPR00076135)

The following error occurs:

Installer is no longer responding.

**Workaround:** Kofax Front Office Server users can resolve the problem by running the Standard Database Installer Utility before starting their installation. The utility is available from the Kofax Front Office Server 4.0 Downloads page on the Kofax website at [www.kofax.com](http://www.kofax.com).

## Validation Script Compatibility with Kofax Front Office Server

If you intend to create VB.NET validation scripts in Kofax Capture 10.1 for use with Kofax Front Office Server, you must install Kofax Front Office Server 4.0.1.6 (Fix Pack 6), or later. (100893)

The latest fix pack is available from the Kofax Front Office Server 4.0 Downloads page on the Kofax website at [www.kofax.com](http://www.kofax.com).

For additional requirements and information on Kofax Capture document validation scripting integration with Kofax Front Office Server, see the Kofax Front Office Server developer resources documentation.

## KCN Server: Unable to Upload Batches After Central Site Upgrade

If you upgrade the central site to Kofax Capture 10.1 without upgrading the remote sites, you cannot upload batches after a batch class is republished or deleted at the central site. (105199)

**Workaround:** Upload batches only after the upgrade process is complete for both the central site and the remote sites.

## KCN Server: RSA Issue After Upgrade

After a remote site upgrade to Kofax Capture 10.1, the Remote Synchronization Agent (RSA) no longer starts automatically following a system reboot. Also, the RSA no longer appears in the Startup program group. (105681)

**Workaround:** In Batch Manager, click **Activate RSA** to start the RSA and add it to the Startup program group.

## KCN Server: Errors Logged During Upgrade

Even though “Cannot open database” errors may appear in the log file during a central site upgrade to Kofax Capture 10.1 from version 8.x, they usually are not valid errors. After testing batch processing to ensure that the database is successfully upgraded, you can disregard the errors. (105871)

You may need to restart the KCN service after the upgrade process.

## JPEG and JPEG2000 Not Lossless

The JPEG and JPEG 2000 formats support both lossy and lossless compression. However, when Kofax Capture is used to generate a PDF or PDF/A file with “Compression format” set to JPEG or JPEG2000, lossless compression is not supported. (SPR00124713)

**Workaround:** To ensure the best possible quality with lossy compression, use the following combination of settings:

- On the Advanced OCR Recognition Settings window, on the Operation tab, select “Maximize accuracy.”

- On the PDF Image + Text Output Format window or the PDF Image Only Output Format window, select the following:
  - Output format: Kofax PDF/A (.pdf)
  - Resolution: 600
  - Compression format: JPEG
  - JPEG Quality: 100
  - Image Compression / Profiles: (none)

## Windows 8: Initialization Error with Production Scanners

On Windows 8, if you attempt to use Kofax Capture 10.1 with a high-volume, production class scanner, the scanner model is not detected successfully. As a result, the following error occurs when you attempt to select the scanner from the Scan module (SPR00148073):

Unable to initialize <scanner model>.

**Workaround:** Start Device Manager and do the following:

- 1 Expand "Other devices," and select **CGA**.
- 2 Right-click and select **Update Driver**, and then select the option to search automatically for updated driver software.
- 3 Select "Always trust software from Kofax," and click **Install**.

The scanner model name now appears under Imaging, and you can use it to scan successfully in Kofax Capture.

## User Interface Appears in English on Chinese Operating System

If you install Kofax Capture on a Chinese operating system, the user interface appears in English even though <Windows display language> is the Language selection on the Options window in the Administration module. (106885)

**Workaround:** Open the Options window and change the Language selection from <Windows display language> to **Chinese Simplified**.

## Upgrading to Kofax Capture 10.x Breaks Kofax VRS 4.5 OEM License

Upgrading from Kofax Capture 9 (with a Kofax VRS 4.5 OEM version installed) to Kofax Capture 10.x overwrites the Kofax VRS 4.5 OEM license. This causes the Kofax VRS 4.5 OEM to place a watermark on all images. (106275)

**Workaround:** Install Kofax Capture 10.x with the /NoVRS switch, which suppresses the automatic installation of Kofax VRS Elite 5.1 and keeps the Kofax VRS 4.5 OEM license in place. For the procedure, see "Installing Kofax Capture Without Kofax VRS Elite 5.1" in Chapter 5 of the *Kofax Capture Installation Guide*.

## Form ID Based on Bar Code Fails If Value Exceeds Maximum Length

If you use a bar code to determine form identification, the process fails if the bar code value exceeds 254 characters. (103981)

## Commas Do Not Work as Delimiters for External Field Types

Normally, entering a comma after a value in an index field triggers a suggestions window when you press the Tab key. If you attempt to use a comma as a delimiter for an external field type, an error message appears. (102087)

**Workaround:** Instead of commas, use semicolons as delimiters.

## 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. (100926)

**Workaround:** Use Control Panel to manually uninstall the existing language pack.

## Unattended Modules Running in Browser Leave Batches In-Progress

If you close a Web browser that is running unattended modules with batches in-progress, the batches do not finish processing. (101514)

## LocaleName for German Returned Incorrectly

When German is selected, the `Kofax.SDK.CaptureInfo.CaptureInfo.LocaleName` function returns *de-DE*. This differs from *de*, which is the documented locale name for German. (100819)

## Help Displays No Content

If you open the Kofax Capture Help and see a message about blocked content, your Internet Explorer security settings need an adjustment. To display Help from the browser, open Internet Options to the Security tab, and add "about:internet" to the Trusted sites. (101185)

## Kofax Capture Services May Fail to Start Using Local System Account

The Kofax Capture installation adds `\ImgCtls\bin` to the System Variable path. Until you restart the computer, the `svchost.exe` for the Local System account does not include `\ImgCtls\bin` in its path. This prevents the ImageControls DLLs from loading, and the process fails. This applies to the Kofax Capture service and any unattended module that is installed to run as a service using the Local System account. (SPR00048358)

**Workaround:** Restart the computer after installation or use an account other than the Local System account to run services.

## Method Change Not Reflected in Updated Batch Class

If you change the Separation and Form Identification method with the Batch Class Update feature, updated batches do not reflect the new setting. The expected message ("The actual

pages per document do not match the expected pages per document”) does not appear, and the batch is closed. (SPR00049897)

## Bar Code Detection by Recognition Engine Disabled By Default

Previous versions of Kofax Capture detected 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, bar code detection is disabled. To reselect bar code detection, open the batch class and on the Advanced OCR Recognition Settings window - Elements tab, select **Detect bar codes**. (SPR00053976)

## Restart of KCN Service Required After Upgrade

After upgrading Kofax Capture on the central site, the KCN Service is not automatically started. Therefore, you must manually restart the service after completing the upgrade. (SPR00054413)

## VB6 Components for Import / Export Connectors

Although newer Kofax Capture components are based on .NET rather than VB6, you may still be working with import and export connectors that require certain VB6 components. You can copy any required VB6 components from the following location on your installation media. (SPR00054508)

Export Connectors\VB6 Components

You need to register the components after copying them.

## Scanner Configuration Utility Added to Kofax VRS Program Group

When you perform an MSI installation, the shortcut for the Scanner Configuration Utility appears in the Kofax VRS program group instead of the Kofax Capture program group. (107331)

## SQL Server Express Installation Issue with MSI Installation

If Kofax Capture is installed with the MSI installer to a non-standard database, you cannot manually install SQL Server Express later by executing `setup.exe/installldb`. The following error occurs, and the installation fails (103347):

```
Unable to Install.
Unable to install batch catalog server (1).
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. (SPR00056251)

**Workaround:** Resolve this issue by disabling NTS authentication for the Oracle clients.

To disable NTS authentication, you must edit the `sqlnet.ora` Oracle property file on each Kofax Capture workstation. 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 appears (SPR00056811):

```
"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."
```

**Workaround:** Uninstall KCIC-WS before you install the current version.

## Upgrading to Kofax Capture 10.x for Kofax MarkView Users

If a Kofax MarkView user upgrades to Kofax Capture 10.x on a system that employs scan time bar code separation that matches through regular expressions, the value from `Kofax.MarkView.BarCodeSepSearch` is not automatically copied to the separator profile. (103073)

**Workaround:** Manually specify the search text for the bar code separator: `^(CP|DT)ID-`

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

## Form Identification Error After Splitting Kofax Transformation Modules Batch

After splitting a Kofax Transformation Modules batch and moving documents into a child batch in Kofax Capture, an error similar to the following occurs when the Recognition Server processes the batch (102551):

```
Could not confidently identify form type (100% confidence, 100% difference)
(Separation method: Kofax Manual)
```

As a result, the batch is routed to the Quality Control module. The error occurs even though the batch class contains only one document type and one form type.

This issue was reported in an environment where Kofax Capture 10.0.1 R3 and Kofax Transformation Modules 5.5.2.3 were running.

## Database Export Connector Not Working with French Language Pack

If you install Kofax Capture 10.0.1 and the French language pack on a French operating system, the Database Export Connector cannot be registered successfully in the Administration module. (106209)

## Text Export Connector Produces Error If Output Type Not Selected

If no output type is selected on the Advanced tab on the Text Export Connector setup window, the following error is produced when the batch is exported (103866):

```
2012-09-19 15:21:26, 0x00000018, 0, 0xFFFFFFFF, 0x00000000, 0x00000000, C:\Program Files (x86)\Kofax\CaptureSS\ServLib\Bin, Kofax Capture Export, 8RK8RC1:Sess 1, 10.00.2848, Text Export Connector, 0, The path is not of a legal form.
```

**Workaround:** On the Text Export Connector setup window, on the Advanced tab, select at least one output type.

## Color / Grayscale Separator Sheets Incorrectly Separating in Scan Module

Document separation occurs in the Scan module instead of the Recognition Server module under the following circumstances (104200):

- A batch class is configured to use patch code document separation.
- Color or grayscale scanning is selected.
- The “Found on stand-alone separator sheet” setting is not selected.
- The Enhanced Bar Code (EBC) license is not in use.

## Custom Panel Size Changes Unexpectedly

If you create and register a custom panel for use with the Scan module, the size of the panel may increase each time you open the module. (101098)

## XML Import Connector with -n Switch: Error Batch Not Sent to Quality Control

If you run XML Import Connector with the -n switch, an error batch is not sent to Quality Control as expected. As a result, the batch is processed successfully until it reaches the Export module, where an error occurs. (102148)

