Kofax Capture

Release Notes

Version: 11.0.0

Date: 2017-09-14

KOFAX

Table of Contents

About this release

The release notes give you late-breaking information about Kofax Capture 11.0.0. 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 11.0.0 is 11.0.0.0.0.397, which appears in the About Kofax Capture window.

In Batch Manager, if you click System Info on the About window, the ImageControls build number is 5.1.1871.

System requirements

The primary source of information about Kofax Capture requirements and dependencies on other products is the *Technical Specifications* document, which is available on the Kofax website at www.kofax.com. The matrix is updated regularly and we recommend that you review it carefully, especially if you plan to use Kofax Capture 11.0.0 with other Kofax products.

SBL scripting to be discontinued

Although Softbridge Basic Language (SBL) is available for scripting in this version of Kofax Capture, SBL will be discontinued in the next major or minor release, which is currently scheduled to be Kofax Capture 11.1. The primary Kofax Capture scripting languages are VB.NET and Visual C#.

VB.NET scripting was introduced in Kofax Capture 8.0 in 2008, followed by Visual C# in Kofax Capture 10.2 in 2015. SBL scripting, which has been deprecated since Kofax Capture 10.1 in 2013, was maintained in the product to facilitate the transition to the other scripting languages.

At this time, we recommend that you convert any existing SBL scripts to VB.NET or Visual C#. After converting the scripts, be sure to update and publish the applicable batch classes. For details about VB.NET or Visual C# scripts, see the *Kofax Capture Developer's Guide.*

VB6 public API deprecated

The VB6 public API is supported in parallel with the .NET API. However, new properties or methods for Kofax Capture API enhancements are added only to the .NET API.

New features

This section lists enhancements introduced to the product in Kofax Capture 11.0.0.

Administrative and Login audits

When User Tracking is enabled, Administrative and Login audits are performed. Every action performed within the Administration module, including the user who initiated the action and the date and time, are recorded in the Statistics database. User actions related to login or logout events are also tracked for all Kofax Capture modules. (729969)

If an issue arises, the Administrator can use the audit details to determine which change may have introduced a problem.

New tables are introduced to track the Administrative and Login audit actions, and the tables are stored with the other statistical tables in the Kofax Capture database. If a separate database is used for User Tracking statistics, as described below, these tables are also stored separately.

For details, see the *User Tracking* topic in the Administration module help, or the *Database - Statistics Tab* topic in the Database Utility help.

For information about including the audit information in reports, see the "Audit Reports" topic in the Kofax Capture help.

Administrative audit

Use the Administrative audit to log and track changes made from the Administration module, including the date, time, and user who performed each change. Logged to the Kofax Capture database, the audit information gives an Administrator the ability to identify and resolve issues resulting from Administration module changes related to any of the following:

- User profile
- Batch class
- Document class
- Folder class
- Form type
- Sample page
- Field type
- Recognition profile
- Separation & Identification profile
- Image Cleanup profile

- Export connector
- Custom module
- Workflow agent

Login audit

Use the Login audit to log and track user actions related to successful and failed login attempts. If an application uses the Kofax Capture UserProfile API to log on to system, the login event is recorded.

Separate database for User Tracking statistics

If you maintain a significant amount of User Tracking data in the system database, the size of the tables may have an adverse impact on overall performance and your ability to run reports that rely on the data.

To optimize overall performance and improve your ability to run reports that rely on the data, you have the option of storing User Tracking data in a statistical database that is separate from the Kofax Capture system database. For details, see the online help for the Database Utility.

Batch class versioning

Use this feature to track and manage batch class versions and easily distinguish the current version from earlier ones. If necessary, you can select a previous version and restore it as the current batch class. For details, see the Help for the Administration module.

SecurityBoost enhancement

The SecurityBoost enhancement in this release introduces a simplified method for securing images on the file system to minimize side effects to third-party applications, scanners, and custom modules.

Improved usability for Scan Settings tab interface

The improved Scan Settings tab interface, which offers graphical controls grouped by functionality, is now streamlined and easier to use. The Scan Settings tab is available from the Administration, Scan, and Quality Control modules.

Invoke Workflow Agent on batch deletion

An option is available to run a workflow agent whenever a batch is deleted: either manually from Batch Manager or a custom module, or automatically when the batch is exported. In earlier versions of Kofax Capture, data for deleted batches was excluded when a workflow agent was run. The new capability is especially useful in a Kofax Analytics for Capture environment, because it improves the accuracy of real-time session data sent by the workflow agent each time a Kofax Capture module is closed.

To enable this option, set the following value in the .aex file when you register the Workflow Agent:
`WorkflowAgentOnBatchDelete=True`

When set to True, the "Invoke workflow agent on batch deletion" check box is selected on the Workflow Agent Properties window. When set to False, the check box is cleared and the workflow agent is run only when a batch is closed.

RSA ability to resume administrative data synchronization after interruption

If a failure occurs during administrative data synchronization between a central site and a remote site, the Remote Synchronization Agent (RSA) has the ability to resume the synchronization and continue from the point where it left off prior to the interruption. (890252)

General enhancements

Blank property added

The Blank property gives you the ability to add a command to a script to mark pages as blank or non-blank. This command is supported for use only with the .NET interface. (842388)

Ability to clear previous User ID from Login window

A "Remember User ID" check box is newly added to the Kofax Capture Login window. By default, the check box is selected and the User ID for the previously logged-in user is listed when the Login window is opened. If you prefer not to display the User ID for the previously logged-in user, clear the "Remember User ID" check box.

Updated version of Kofax VRS Elite

When you install Kofax Capture, Kofax VRS Elite 5.1.1.4 is automatically included. When upgrading from an earlier version of Kofax Capture that uses Kofax VRS 3.5 or later, it is overwritten by Kofax VRS Elite 5.1.1.4. If you need to suppress the upgrade to Kofax VRS Elite 5.1.1.4, see the *Installation Guide* for instructions.

Updated version of ABBYY FineReader Engine (FRE)

This Kofax Capture version includes an update to ABBYY FRE11 R8, which is supported for use on Windows 10.

ACConfig.xml enhancements

This section describes the enhancements introduced to ACConfig.xml since Kofax Capture 10.2.1. For a complete description of ACConfig.xml, see Chapter 15 in the *Kofax Capture Administrator's Guide.*

ACConfig.xml accessed less frequently

To enhance performance, ACConfig.xml is accessed less frequently than it was in earlier product releases. (649863)

Ability to restrict users to a single login session per module

The following tag is available in ACConfig.xml for the purpose of preventing concurrent login sessions. (742325, tag introduced in Kofax Capture 10.2.1.2)

```
<SingleLogonSession Enabled="1" IncludedServiceModuleIds="<unique module ID>,<unique
module ID>"/>
```

where

`Enabled` is used to enable/disable the feature. Default is `0` (disabled).

`IncludedServiceModuleIds` is the list of unique module IDs that run under service mode or OLE mode with this feature enabled. The unique module IDs are separated by commas without spaces.

Example:
```
IncludedServiceModuleIds="LCI.Validation,Kofax.Verification,Kofax.Correction,release.exe"
```

Cache sample images locally for access by Kofax Capture modules

Add the `<BusinessServices CacheSampleImages="1"/>` tag in ACConfig.xml to cache sample images locally for access by Kofax Capture modules. (649861, tag introduced in Kofax Capture 11.0.0)

Enable the JBIG2 library

Add the `<PDF_Compression_Settings EnableDLJbig2="1"/>` tag to ACConfig.xml to enable Datalogics JBIG2. (874733, tag introduced in Kofax Capture 11.0.0)

When JBIG2 compression is enabled, this tag prevents characters from shifting in the PDFs generated by the PDF Generator module. When JBIG2 compression is turned off, the tag prevents PDF file sizes from increasing excessively.

Ability to disable batch notification service errors and messages

Use `<DisableBatchNotification PropagateToRemoteSite="1">1</DisableBatchNotification>` to disable batch notification service errors for the entire Kofax Capture environment. (889888)

Changes in behavior

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

New KCN Server installer prompt

If the installer does not detect a web site for use in configuring the KCN Server, you are prompted to exit, create a web site, and then retry the installation.

Monitoring feature permission

When the Monitoring feature is enabled, the logged-in user must have the Partial Write permission on the Kofax Capture WMI namespace.

If the Partial Write permission is not enabled:

• Standard module: A message appears when the user logs in to the module.

- Custom module or service: A message in the Kofax Capture error log notes that the user does not have the proper permission.

In both cases, the user is directed to the "Monitoring Kofax Capture Services" chapter in the *Kofax Capture Installation Guide.*

Chapter 2

Resolved issues

This chapter lists the resolved issues in Kofax Capture 11, including the resolved issues introduced in fix packs released since version 10.2.1:

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

Resolved issues in Kofax Capture 11.0.0

This section lists the issues that are resolved when you install Kofax Capture 11.0.0.

Delay after batch closed in Validation module

After an upgrade, a delay occurred in the Validation module between closing a batch and opening the next one. (957722)

Error when attempting to reopen suspended batch in Validation

If you attempted to reopen a suspended batch in the Validation module, the following error occurred (921067):

```
Unable to open batch <name>.
```

Password with special characters prevented unattended module from starting

If the User Profiles feature was enabled, an unattended module installed as a service could not be started if it was installed by a user whose password contained a special character. (918669)

Recognition error occurred during zone testing

During a zone test for page level bar codes, the following error occurred (905864):

```
FPS: Image cleanup failed (Device Is Not Reserved)
```

Validation module failed intermittently

The Validation module failed intermittently with the following error when the option to view unprocessed documents was selected on the View tab. (905134)

```
Runtime Error! C:\Program Files (x86)\Kofax\Capture\Bin\Index.exe abnormal program
termination
```

Timeout in Batch Manager with more than 3,000 batches

A timeout occurred after starting Batch Manager, if more than 3,000 batches were listed. (902497)

Logon failed without 'Allow log on locally' permission

The Kofax Transformation Modules Thin Client Server login failed with linked users that did not have the "Allow log on locally" permission. (902489)

Inability to delete finalized records from statistical tables

When User Tracking was enabled for use with Kofax Analytics for Capture, finalized records were not removed from statistical tables after the records were no longer needed. (896058)

Document, page count columns not available

The Validation batch list in Kofax Transformation Modules did not contain columns for the document count and page count. (882198)

Recognition module error after processing batch with low dpi

After a batch with low dpi was processed in the Recognition module, an error was reported for subsequent batches. (881780)

Intelligent Mail bar codes not working

Users with an EBC license were unable to work with the Intelligent Mail (USPS 4-Channel) bar codes. When the Postnet bar code type was selected, the USPS4CB component in the SwiftDecoder (EBC engine) could not be used to read the Intelligent Mail bar codes. (867337)

Undocumented Threshold value for Blank Page Detection

The Source Settings help topics for the Scan, Quality Control, and Administration modules did not mention that a Threshold value of zero produces optimal results if VRS blank page detection is enabled. (808466)

Files not PDF/A-1B Compliant

When PDF compression was used, the files were not PDF/A-1B compliant. (767236)

Inconsistent UNC path name convention caused RSA batch class update issue

A Remote Synchronization Agent (RSA) issue was caused by the use of an inconsistent UNC path name convention when workstations were installed from CaptureSV\WrkInst. (750632)

Concurrent login was not prevented

A single user within the same domain could access both Kofax Capture and Kofax Transformation Modules from different computers or workstations at the same time. (742328)

Kofax Analytics for Capture Workflow Agent could not be deployed and registered on Kofax Capture workstation

Two issues related to the Kofax Analytics for Capture Workflow Agent custom deployment are now resolved (738988):

- Errors occurred with failed attempts to push the Kofax Analytics for Capture Workflow Agent via Customization Deployment onto a machine that did not have Kofax Capture installed on the C drive with the default path.
- In the same situation with Kofax Capture installed on the C drive with the default path, the Setup component failed to run, even though the Workflow Agent was successfully registered.

Batches stalled in KCN Server - Ready state

When User Tracking was enabled, batches became backlogged in the KCN Server - Ready state. (736534)

Error while activating license serial number on remote station

When the /S parameter was used to activate a serial number on a remote workstation, the following error occurred (736513):

```
Object reference not set to an instance of an object
```

Zones were offset for some documents

When page registration zones were specified, they were offset after some documents were processed. (733226)

StatsModuleLaunch table allowed multiple names for same User ID

Because the StatsModuleLaunch table allowed multiple names for the same User ID, it gave the mistaken impression that duplicate records existed in the Operator Translation Table used by Kofax Analytics for Capture. (729165)

Scanner profile change caused error with SecurityBoost enabled

If SecurityBoost was enabled, an error occurred when the scan profile selection was changed in the Scan module. It was not possible to scan after the error occurred. (725012)

Validation script events fired inconsistently

The BatchLoading and BatchUnloading events fired inconsistently when multiple document validation scripts were implemented. (722370)

PDF Generator error with PDF compression enabled

The PDF Generator generated the following error for some images while PDF compression was enabled (720919):

```
Error: Unknown exception
```

Error during RSA upload process

When the Remote Synchronization Agent was uploading batches, the following error occurred (720147):

```
The underlying connection was closed: An unexpected error occurred on a receive
```

VRS profile not refreshed with batch class selection

When the batch class selection was updated, the VRS profile was not refreshed automatically. (718742)

Workflow agent caused delays in opening batches

After closing a batch in KTM Document Review or Kofax Capture Validation, a delay occurred while opening the next batch. The delay was caused by the Kofax Analytics for Capture workflow agent. (717244)

Delayed station license release after timeout

If the "Time out after inactivity" feature was enabled, and a module closed automatically after the specified period of inactivity, the station license was not immediately released. This issue occurred only if a batch was open in the module that closed automatically. (717238)

Scan module was intermittently unresponsive

In Kofax Capture 10.1.0.2, the Scan module was intermittently unresponsive. (700568)

Intermittent Batch Manager error at remote site during upload

An intermittent error occurred in Batch Manager at the remote site during the process of uploading batches to the central site for export. (700549)

Change to central site URL caused errors

When Batch Manager was used to update the central site URL, errors were reported and synchronization failed. (697732)

Data lost during migration to new Oracle schema

When the Kofax Capture database was migrated from an existing Oracle schema to a new Oracle schema, data was lost. (696200)

Database export connector could not export empty value

When the Database export connector was used with Kofax Capture 10.2, an empty value could not be exported to an Oracle database. (694058)

RSA did not run as a service with SecurityBoost enabled

The Remote Synchronization Agent (RSA) could not be run as a service while SecurityBoost was enabled. (691016)

Wrong number of completed documents on Module Productivity report

On the Module Productivity report, the number of completed documents was not accurate. (688300)

Error if no website exists when SetupF_ACI.exe was run

When SetupF_ACI.exe was run after the first reboot during a KCN Web Server installation, the following .NET error occurred if a website was not detected (687093):

```
Unhandled exception has occurred in your application.
```

Errors when Site Monitor Service was running

When the Site Monitor Service was running, Kofax Transformation and Kofax Capture modules failed with errors. (683230)

Application theme change event missing from API documentation

The API documentation for Kofax Capture 10.2 did not include information about the application theme change event. (680788)

Batch Field value not accurate

If the default batch field value was empty or contained a space, it did not display accurately in the Validation module. (668100)

Increase in PDF file size

When the PDF Generator was used to generate files that were compliant with the PDF/A standard, the file size increased with each PDF that was produced. (666771)

Small images caused PDF Generator error

When the PDF Generator was used to process a document that contained small image sizes, the following error occurred (652073):

```
PDF Generator Error: Unknown exception
```

Invalid Resource ID mappings caused SelectMenuItem() to fail

SelectMenuItem() failed when a Quality Control custom panel had incorrect Resource ID mappings for the following enum values (642148):

- KfxQCMenuDocumentUnreject
- KfxQCMenuDocumentReject
- KfxQCMenuBatchClose
- KfxQCMenuDocumentNext

Online help did not open in Microsoft Edge

When you installed Kofax Capture on a Windows 10 operating system earlier than build 1073, the online help did not open in the Microsoft Edge browser. (640273)

PDF Generator failed intermittently

The PDF Generator failed intermittently after a server upgrade to Kofax Capture 10.2 and produced an error message related to FREngine.dll version 11.1.9.75. (637028)

High volume of transactions in report databases impacted performance

Performance degradation was caused by a high volume of transactions in the Kofax Capture and Kofax Capture Advanced Reports databases. (637024)

Auto start did not work for modules run as services

Kofax Capture modules installed as services did not start automatically on a Windows 10 operating system. (636691)

Remote site profile not changed after synchronization

A remote site profile was not changed after synchronization. (631475)

BatchUnLoading event did not always fire

In a VB.NET validation script, the BatchUnLoading event did not always fire. (624549)

VB.NET document validation script did not update index field value

When a VB.NET document validation script was set up to update an index field via e.Document in the DocumentPreProcessing event, the value was not actually updated. (623096)

SecurityBoost conflict with Enhanced Bar Code engine

If SecurityBoost was enabled, processing sometimes stopped in Recognition Server and produced the following error (568684):

```
..., Kofax Capture Recognition Server, <Machine Name> 10.02.0457, , 0, CKfxException:
 0x00000212  FPS: Image cleanup failed ( Not Capable ) ( C:\PROGRA~3\Kofax\Capture\Local\Tmp
\Zonal\00000019\BB1B7B18-BB30-486d-89F4-958FE84BDDD2.KFX ). File: vckimgp.cpp Line: 977 Pkg :
 0 Stat: 0x00000002, 0x00000000, 0x00000000,
```

Error when unattended modules were run in browser

If SecurityBoost was enabled, an error occurred when unattended modules were run in a browser. (107347)

Resolved issues in Kofax Capture 10.2.1.4

This section lists the resolved issues that were introduced in Kofax Capture 10.2.1.4.

KcnsRsaActivator utility failed to work with secured KCN Server URL

KcnsRsaActivator failed to switch to the KCN Server environment when a secure KCNS URL was set up. (893785)

Inability to disable batch notification service errors and messages

An enhancement introduced in ACConfig.xml supports the ability to disable batch notification service errors for the entire Kofax Capture environment. (889888)

You can synchronize the DisableBatchNotification tag for remote sites by adding the PropagateToRemoteSite attribute to that tag. When PropagateToRemoteSite=1, this tag is sent to the remote site (the default setting is 0).

Example: `<DisableBatchNotification PropagateToRemoteSite="1">1</DisableBatchNotification>`

RSA error when administrative data was changed

RSA returned the following error whenever the administrative data was changed (887802):

```
(4904) Error while synchronizing batch classes: (5) [3] KFRS: The system cannot find
the path specified.
```

Duplicate batch created

A duplicate batch was created when Kofax Capture Network service stopped working during batch insertion. (886143)

Document, page count columns not available

Columns for document count and page count were not available on the KTM Validation batch list. (882197)

Timeout not reset

If a user opted to continue a scan session after a timeout warning, the timeout was not reset. (867799)

Display Blank Page settings not saved or reverted

Display Blank Page settings were not saved or reverted with the shared scanner profile. (866440)

Index fields not set by validation script

Index fields in a custom panel were not set by the validation script. (865160)

Form type change caused Validation module to fail

Changing the form type in the Validation module in Data Entry mode caused the module to fail. (862337)

PDF Generator error

PDF Generator Error: "Access violation - processing large batches." (861321)

Batches in Ready state delayed

A delay occurred in processing batches that were in the Ready state. (861319)

Command to mark pages as blank or non-blank

Request to add a command to a script to mark pages as blank or non-blank. A new Blank property for the Page object is now exposed and supported for use with the .NET interface only. (861317)

Batch Summary Report not updated

The Batch Summary Report was not updating automatically. (838641)

Delay in removing export connector

An export connector took several minutes to uninstall if it was in use by an existing batch class. (835938)

Silent parameter was not working

With RegAscSc.exe, the silent parameter /s was not working. (835930)

Manual change not detected as user change

In the Verification module, a manually changed value in the mismatch window was not considered as a user change (userChanged). (819284)

Batch row details not displayed

Batch row details did not display after the batch status was updated in Batch Manager. (766856)

Database not rolled back to previous state

If an error occurred while running PatchDB.sql, the database was not rolled back to its previous state. (766854)

Script with wrong database version

If PatchDB.sql was rerun after initially failing, the newly generated script did not produce the correct database version. (766852)

View setting on status bar not saved

The View setting on the status bar was not saved when moving between documents. (766843)

Status change did not persist

When filtering by Status, if a change was made to the status, the change did not take effect. (766840)

Exception after migration of User Tracking data

After user tracking data was migrated to a new Kofax Capture system, an exception occurred when a batch was created in the Scan module or in Batch Manager. (758173)

> **Note** As the result of this fix, if user tracking data is duplicated, the batch is now placed in the Suspended state and a message is displayed.

Resolved issue in Kofax Capture 10.2.1.3

This section lists the resolved issue that was introduced in Kofax Capture 10.2.1.3.

Could not generate encryption key for database password storage

Prior to this fix pack, the following encryption mechanism was not available in a KCN Server environment. (834389)

The enhancement supports the ability to update the database password mechanism, including the password generation, encryption and storage location.

To turn on the feature:

- Back up ACConfig.xml.
- Execute the following command once on the Kofax Capture server for the central site and once for each remote site.

  ```
  DBUtil.exe /algorithm=AES /privatekey=<full path to the AES private key file>
  ```
  Where `<private key>` is the plain text private key that you specify

To turn off the feature:

- Back up ACConfig.xml.
- Run DBUtil.exe, and when prompted, enter the login credentials for your database.

  When the utility interface appears, exit without making any changes.

When you enable this feature, the new encryption is applied only to the database password. The original encryption mechanism remains in place for other passwords, such as the backend passwords and SecurityBoost password.

Resolved issues in Kofax Capture 10.2.1.2

This section lists the resolved issues that were introduced in Kofax Capture 10.2.1.2.

Could not use QC Later with patch code separation

The QC Later feature could not be used with patch code separation. (764000)

Kofax Capture unresponsive when source without VRS used to access ISIS driver

Kofax Capture was unresponsive when a source without VRS was used to access an ISIS driver. (763994)

Inaccurate time values

Inaccurate time values occurred when users from multiple time zones accessed the Kofax Capture central site on a Citrix server. (763992)

Polish character did not work in Validation module

The Polish character "ł" (Alt + I) was not working in the Kofax Capture Validation module. (763596)

Changes mistakenly saved

When exiting User profiles with a linked user, changes were saved even if you clicked No in response to the Save prompt. (759934)

User ID not cleared when Kofax Capture was run on Citrix

The User ID could not be cleared each time Kofax Capture was run on Citrix. You can now enable this feature by creating the HideLastLogonUserID key in the registry (757713):

64-bit OS: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Kofax Image Products\Ascent Capture \3.0`

32-bit OS: `HKEY_LOCAL_MACHINE\SOFTWARE\Kofax Image Products\Ascent Capture \3.0HideLastLogonUserID=1`

To restore the old behavior, remove the value or set HideLastLogonUserID=0.

Scanner profiles not created

Scanner profiles could not be created and saved from the Administration or Scan modules. (756178)

Slow database performance

Slow database performance was affecting all Kofax Capture modules. (755227)

Text recognition accuracy

Text recognition was less accurate than in earlier versions of Kofax Capture when PDF files were generated using the PDF Image + Text option. (748611)

Index fields cleared inconsistently

Index fields were cleared on page rotation only if a C# Validation Script was implemented. (748533)

Outdated API parameters

Outdated API parameters prevented the successful rotation of documents and pages. (745081)

StatsBatchModule locked

The following error occurred when the StatsBatchModule table became locked (742330):

```
Transaction (Process ID 549) was deadlocked on lock | communication
buffer resources with another process ...
```

Concurrent login sessions

You could not prevent concurrent login sessions for a module. For details and an example of the ACConfig.xml tag introduced to address the issue, see Ability to restrict users to a single login session per module (742325)

Description field missing

The user/group description field was missing while assigning profiles to a batch class. (738303)

Validation scripting performance issue

A performance issue existed in Kofax Capture 10.2 Validation scripting. (736993)

ACConfig.xml updated unnecessarily

KCN Server synchronization updated ACConfig.xml unnecessarily. (736537)

Batches stuck in Ready state

Batches in KCN Server were stuck in the Ready state. (736533)

To prevent the issue, use the following procedure to add a new registry key to the workstation where the KCNS service is installed:

1. Navigate to `HKLM\SOFTWARE\Kofax Image Products\Ascent Capture Internet Server`.
2. Create a new String Value parameter named RunWorker.
3. Set the value of this field to one of the following:
   - Inserting batches has higher priority. Default behavior.
   - Prepare batch for download has higher priority.
   - Inserting batch and preparing batch has the same priority, each task is executed one time in sequence
4. Restart the Ascent Capture Service.

Scan module was shut down

The Scan module shut down automatically after a scan profile was loaded. (736527)

Old records not deleted

Old records in the AcisCTransfer table were not being deleted by the stored procedure. (736518)

Quality Control module closed unexpectedly

The Quality Control module closed after you pressed the X key on the keyboard. (736515)

Duplicate operator instances in chart

The operator could appear twice in a Kofax Analytics for Capture chart (such as Operators Time) if the table StatsModuleLaunch contained different names for the same user ID. (729164)

Images missing after color mode switch

Images were missing after the color mode was switched. (727850)

Error after scanner profile change

An error occurred if you changed the scanner profile while SecurityBoost was enabled. (725011)

Lost volume due to communication failure

Volume was lost when communication failed between the KCN Server, the license, and the Kofax Capture database. (724961)

Validation module unresponsive

The Validation module became unresponsive during the shutdown process. (724954)

Batch Manager statistics not reported

Report viewer didn't display Batch Manager statistics. (723772)

PDF Generator error

PDF Generator Error: An unknown exception occurred when certain images were processed with PDF compression enabled. (720918)

KCN Service reporting error

A KCN Service reporting error occurred at the Central Site: (720234)

```
ACISV: The handle is invalid
```

VRS profile not refreshed automatically

The VRS profile was not refreshed automatically when the batch class selection was updated. (718741)

Single sign-on not working for linked users

Single sign-on was not working for linked users. (717938)

RSA logging not optimized for multiple services

RSA logging behavior was not optimized when multiple services were installed. (717936)

First row of data cleared from table

When a table was populated by a validation script, the first row of data was cleared. (717246)

User statistics could not be deleted: Oracle

You could not delete user statistics with a specific date in Report Viewer if Oracle was used for the Kofax Capture database. (104585)

Resolved issue in Kofax Capture 10.2.1.1

This section lists the resolved issue that was introduced in Kofax Capture 10.2.1.1.

File not updated during fix pack installation

The Kofax Capture installer did not update Kofax.PDFCompression.dll during an upgrade from a previous fix pack. (736747)

Chapter 3

Known issues

This chapter contains information about potential issues that you may encounter while using Kofax Capture 11.0.0. Workarounds are provided, as applicable.

Installation issues

VRS component not installed

If you install Kofax Capture 11.0.0 in a Windows environment that does not include .NET Framework 3.5.1, the .NET Framework is automatically installed when the VRS component is added. However, if an internet connection is not available during the installation, the VRS 5.1.1 component may not be installed successfully. (762438)

Workaround: Verify that an internet connection will be active during the installation, or install .NET Framework 3.5.1 manually prior to the Kofax Capture installation.

.NET Framework 4.6.1 installation blocked

If your Windows updates are not current at the time that you install Kofax Capture 11.0.0, the installation of .NET Framework 4.6.1 may fail in a Windows 8.1 or Windows Server 2012 R2 environment. In this situation, the following message appears (759977):

```
The update corresponding to KB<number> needs to be installed before you can install
this product.
```

Workaround: Install the current Windows updates, and then restart the Kofax Capture 11.0.0 installation.

Apply button unavailable on Statistical Database tab

If you move statistical data from the system database to a separate database, and then update the Database Configuration settings on the Statistical Database tab in the Database Utility, the Apply button is unavailable. (962055)

This issue occurs only in an IBM DB2 database environment, and not with Oracle or SQL Server databases.

Workaround: Do the following to enable the Apply button:

1. Open the **Database Utility** and select the **Database > Statistical Database** tab.

2. Open **ACConfig.xml**, change the **<StatsUserSeparateDB>** value to **0,** and save the file.

3. Return to the **Database Utility** and update the **Database Configuration** settings as applicable to the server.

   The **Apply** button is now enabled, but do not click it yet.

4. In **ACConfig.xml**, change the **<StatsUserSeparateDB>** value to **1,** and save the file.

5. Return to the **Database Utility** and click **Apply**.

Help Contents pane empty after selecting from Search Results list

After performing a keyword search in the Kofax Capture Help and selecting an item from the Search Results list, the Contents in the left pane may be cleared. (906255)

Workaround: This issue may occur after you select a Help topic that is shared among multiple modules. You can restore the full Contents pane by clicking the Back arrow in the browser to return to the Search Results list, or by clicking the **Welcome to Kofax Capture** Help link at the top of the selected topic.

Version comparison does not consider queue order

Using the Compare Versions feature, you can identify differences between batch class versions, including processing queue additions or deletions. However, you cannot use the feature to identify adjustments to the order in which queues are processed. (901251)

Database validation issue with Oracle client 12.2.0.1

Database Validation may cause the Administration module to stop working with Oracle client 12.2.0.1. For example, if Oracle client 12.2.0.1 is used on Kofax Capture workstations, the Administration module may terminate unexpectedly when Database Validation is configured. (776240)

Workaround: Install an earlier version of the Oracle client, such as 11.2.0.1.

Mapped network drive cannot be used as temporary image folder

In a SecurityBoost environment, a mapped network drive cannot be used as temporary image folder. If you attempt to use a mapped network drive for this purpose, the following message appears when you start the Scan module (764580):

```
The image directory specified for the batch cannot be opened…
```

Workaround: Use a UNC path as the temporary image folder.

VRS removed after Windows 10 Anniversary Update

During an upgrade of Windows 8 or 10 Pro to the Windows 10 Anniversary Update (build 1607), Kofax VRS and its drivers are removed. As a result, you are prompted to reinstall Kofax VRS when you start the Administration module in Kofax Capture. (762443)

This issue was observed with the Pro Edition of Windows 8 and 10, but not the Enterprise Edition.

Workaround: Reinstall Kofax VRS.

Batch class export issue with Cyrillic characters

If you attempt to export a batch class containing more than 14 Cyrillic characters from the Administration module, the following error occurs (711325):

```
ERROR: Could not flush cabinet: Could not create a temporary file
```

Workaround: Rename the batch class using 14 or fewer characters, and then export it.

Batch fails in Recognition Server in Web deployment

When Recognition Server is run in a Web deployment in a Windows 10 environment, a batch that uses bar codes cannot be processed successfully. (701382)

Workaround: Start the Recognition Server module from the Windows Start menu, and then process the batch.

Microsoft Edge may prevent Web Deployment module from opening

After using Web Deployment to install Kofax Capture on Windows 10, an Application Download Error may appear when you attempt to use Microsoft Edge to launch a module. (699895)

Workaround: Change the default browser to Internet Explorer. To make the change, navigate to **Start menu** > **Settings** > **System** > **Default Apps** > **Web Browser**.

As another solution, you can launch the module in Internet Explorer by specifying the module executable name in the URL, as in this example:

http://<server>/Capture.xbap?app=application

Replace *application* with the file name for the Kofax Capture module executable, such as ops.exe for Batch Manager.

License Utility cannot activate remote site backup license

In a Windows 10 environment, the License Utility cannot be used to activate a remote site backup license. (644450)

Workaround: Change the service log on user to the domain user, or a user who has access to the `\CaptureSV\Config` folder.

Unable to launch OCR Full Text module from Run window

On a Windows 10 operating system, you cannot type **ocr** in the Windows Run window to launch the OCR Full Text module. (640272)

Workaround: In the Run window, type **ocr.exe** to launch the module successfully.

Export connector not registered on Windows 10

If you installed Kofax export connectors for use with Kofax Capture, they were not registered or listed in the Export Connector Manager window in the Administration module. (640271)

Workaround: Use Run as Administrator to run the export connector installation, and then register the connector manually using the .ini file in the Kofax Capture bin folder.