

About this release

The release notes give you information about using Kofax VRS Elite 5.3.0. Read this document carefully, as it contains information that is not available in other VRS documentation.

Version information

Kofax VRS Elite 5.3.0 is identified by build number 5.3.0.0.0.247, which appears in the About window in the Kofax VRS Interactive Viewer and in the Administration Console.

System requirements

Information about supported operating systems and other Kofax VRS system requirements is available in the Technical Specifications document on the [Kofax Knowledge Portal](#). The document is updated regularly, and we recommend that you review it carefully before installing your product.

Quick links

To quickly locate details about Kofax VRS, use the following links:

- [What's new](#)
- [Resolved issues](#)
- [Known issues](#)

What's new

This topic gives a summary of each feature that is new to Kofax VRS Elite 5.3.0.

OCR option in Desktop Productivity features

With any Desktop Productivity feature, you have the option of using OCR (optical character recognition) to make documents searchable when you scan directly to:

- Microsoft Excel
- Microsoft Outlook
- Microsoft PowerPoint
- Microsoft Word
- Windows Desktop or a folder in File Explorer

For details, see *Kofax VRS Help*.

Kofax OmniPage bar code engine

Support for the Kofax OmniPage bar code engine (OmniPage) is introduced in VRS 5.3.

For details, see *Kofax VRS Help*.

Render grayscale PDFs as grayscale TIFFs

By default, Kofax VRS renders grayscale PDFs as bitonal TIFFs during import. While this produces smaller file sizes, it can result in reduced image quality, especially when text is displayed on solid gray backgrounds.

You can now configure Kofax VRS to render grayscale PDFs as grayscale TIFFs during import. To switch to this rendering mode, perform the following.

1. Open ModConfig.ini.
2. In the [KDLWrapper] section, set the value for the GrayscaleOutput property to one of the following:
 - 0: Disables grayscale TIFFs. Bitonal TIFFs are rendered during import. (Default)
 - 1: Disables bitonal TIFFs. Grayscale TIFFs are rendered during import.
3. Restart Kofax VRS to have the changes take effect.

Support for file paths up to 255 characters

When saving scanned documents to a file, the maximum length for the file name and path you enter is 255 characters.

VRS License Server activation via HTTPS

VRS License Server activations are now supported via HTTPS with TLS 1.2 or higher.

Resolved issues

This topic lists previously reported issues that are resolved when you install Kofax VRS Elite 5.3.0.

This version is cumulative and includes resolved issues that were delivered in previous Kofax VRS Elite releases, including fix packs.

ID	Title	Solution
Resolved issues in Kofax VRS 5.3.0		
1961474	Product installation folder assigned with Everyone permission	The designation of Everyone is removed from the Security tab of the Properties dialog for the Bin folder.
1813326	Some QR codes were not recognized	Support for the Kofax OmniPage CSDK bar code engine (OmniPage) is added to VRS 5.3.0, which has resolved this issue. For details, see <i>Kofax VRS Help</i> .
1805032	Obsolete scanner files	The following scanners are obsolete and their corresponding .xml files are removed from Kofax VRS:
<ul style="list-style-type: none"> • Avision AV188 • Avision AV210C2 • Avision AV220C2 • Avision AV280 • Avision AV320+ • Avision AV3850SU • Avision AV3852U • Bowe Bell+Howell 1400u • Bowe Bell+Howell 3200 • Bowe Bell+Howell 3210 	<ul style="list-style-type: none"> • Fujitsu fi-5120C • Fujitsu fi-5220C • Fujitsu fi-5530C • Fujitsu fi-5650C • Fujitsu fi-5750C • Fujitsu fi-5900C • Fujitsu M4097D (Hardware) • Fujitsu M4099D (Hardware) • Hitachi HT-4139-28 • HP Scanjet 5000 • HP Scanjet 5000 s2 • HP Scanjet 7800 	<ul style="list-style-type: none"> • Kodak i30 • Kodak i40 • Kodak i600 Series (Software) • Kodak i600 Series • Kodak i730 • Kodak i750 • Kodak i780 • Panasonic KV-S2026C • Panasonic KV-S2028C • Panasonic KV-S2046C • Panasonic KV-S2048C • Panasonic KV-S3065CW • Panasonic KV-S3085C • Panasonic KV-S3105C

ID	Title	Solution
<ul style="list-style-type: none"> • Bowe Bell+Howell 3600 • Bowe Bell+Howell 3610 • Canon DR-1210C • Canon DR-2050C • Canon DR-5010C • Canon DR-6080 • Canon DR-7080C • Canon DR-7580 • Canon DR-9050C • Canon DR-9080C • Epson GT-1500 • Epson GT-20000 • Epson GT-2500 • Epson GT-30000 • Epson GT-S50 • Epson GT-S55 • Epson GT-S80 • Epson GT-S85 • Fujitsu fi-4340C • Fujitsu fi-4750C (Hardware) • Fujitsu fi-4860C • Fujitsu fi-5110C 	<ul style="list-style-type: none"> • HP Scanjet 8270 • HP Scanjet 8300 • HP Scanjet 9000 • HP Scanjet N7710 • HP Scanjet N8400 • InoTec Scamax 402/412 • InoTec Scamax 422 • InoTec Scamax 510 • Kodak 1400u • Kodak 3210 • Kodak 3610 • Kodak i1120 • Kodak i1200 • Kodak i1300 • Kodak i1405 • Kodak i1410 • Kodak i1420 • Kodak i1440 • Kodak i1840 • Kodak i1860 	<ul style="list-style-type: none"> • Panasonic KV-S7065C • Plustek SmartOffice PL3000 • Plustek SmartOffice PL7000 • Plustek SmartOffice PS282 • Ricoh IS-760 • Visioneer 9650 USB • Visioneer Patriot 470 • Visioneer Patriot 680 • Visioneer Patriot 780 • Visioneer Strobe XP 450 • Xerox DocuMate 152 • Xerox DocuMate 162 • Xerox DocuMate 262 • Xerox DocuMate 262i • Xerox DocuMate 272 • Xerox DocuMate 632 • Xerox DocuMate 742 • Xerox DocuMate 752 • Xerox DocuMate 765

ID	Title	Solution
Resolved issues in Kofax VRS 5.2.0 Fix Pack 13		
1943903 / 1942886	Grayscale/BW/Color images need to be converted to color TIFFs for export	All Grayscale/BW/Color images can now be converted to color TIFFs for export.
1943902 / 1928780 / 1925988	Scanner error codes need to be sent to Kofax TotalAgility scan stations	Error codes (paper jam, multifeed, out of paper) from Kofax VRS are now available on Kofax TotalAgility scan stations.

ID	Title	Solution
1943901 / 1895474	Some BMP graphic files fail to open with the Kofax VRS Test Application	You can use the Kofax VRS Test Application successfully to open BMP graphic files.
1942375 / 1939171	Some PDF files, when processed, cause Kofax VRS to become unresponsive	PDF files can be processed successfully.

Resolved issues in Kofax VRS 5.2.0 Fix Pack 12

1942329 / 1889785	Request to render grayscale PDFs as grayscale TIFFs	You can configure Kofax VRS to render grayscale PDFs as grayscale TIFFs during import. For details, see Rendering grayscale PDFs as grayscale TIFFs .
1942326 / 1882274	VRS Interactive Viewer was not accessible when using Kofax VRS with a limited user account	The VRS Interactive Viewer is now accessible when using a limited user account.
1929588	Scanner error codes need to be sent to Kofax TotalAgility scan stations	Error codes (paper jam, multifeed, out of paper) from Kofax VRS are now available on Kofax TotalAgility scan stations.

Resolved issues in Kofax VRS 5.2.0 Fix Pack 11

1826568 / 1826373	Cannot activate VRS Server using HTTPS protocol	You can use HTTPS protocol to activate the VRS Server.
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Resolved issues in Kofax VRS 5.2.0 Fix Pack 10

1812148	When the Kofax VRS Test Console was used to read bar codes, the last digit was missing from the bar code value	The last digit in the bar code value is now successfully detected.
1810557	Image recognition was consuming excessive CPU and memory	Images are recognized without consuming excessive CPU memory.

ID	Title	Solution
1797542	During an attempt to import a corrupt TIFF image, an error message did not appear	If a corrupt TIFF image is detected, an error message is displayed.
Resolved issues in Kofax VRS 5.2.0 Fix Pack 9		
1797230	Some QR codes were not recognized	Internal bar code settings are updated to improve the reading rate.
1797222	Color 3of9 bar code was not recognized	Internal bar code settings are updated to improve the reading rate.
1760976	When using the Kodak i3450 ISIS driver to scan in B/W or grayscale mode, the list of resolution settings did not include 500 dpi	The list of resolution settings now includes 500 dpi.
1749943	After VRS 5.2.0.8 was installed in a Kofax Capture environment, a pink background appeared on imported TIF files	Imported TIFF files no longer include a pink background.
1736035	Following an upgrade to VRS 5.2.0.7 in a Kofax Capture environment, VCDemo (Kofax VRS Test Application) failed when PDF files were imported	PDF files import normally.
1734195	During an upgrade to VRS 5.2.0.7, the registry key value was not preserved for SharedLicenseServerFileUnc, which caused an error	Registry key values are preserved for SharedLicenseServerFileUnc.
1660671	Enhanced Bar Code Engine (EBC) could not read certain	Internal bar code settings are updated to improve the reading rate.


ID	Title	Solution
	bar code types	
Resolved issues in Kofax VRS 5.2.0 Fix Pack 8		
1712165	Recognition Sever service was not responsive to FPS color errors in certain images in Kofax Capture	The Recognition Server service performs correctly in Kofax Capture.
1701512	Request to enable or disable EBC (Enhanced Bar Code Engine) on different workstations	<p>The EBC (Enhanced Bar Code Engine) on different workstations can be enabled or disabled.</p> <p>Perform the following to prevent VRS from getting an EBC license from the license server:</p> <ol style="list-style-type: none"> 1. Open KofaxReg.xml. 2. Set the value for the IGNORECAPTUREEBC tag to one of the following: <ul style="list-style-type: none"> - 0: VRS gets EBC license from license server. (Default) - 1: VRS does not get EBC license from license server.
1697545	Driver Failure occurs with Panasonic KV-S1057 MK2 on a non-VRS source	Panasonic KV-S1057 MK2 operates normally with non-VRS sources.
1681418	VCDemo (Kofax VRS Test Application) became unresponsive while importing the second page of a PDF file	VCDemo (Kofax VRS Test Application) successfully imports multi-page PDF files.
1678384	Recognition Server service became unresponsive, due to an issue with VRS Deshade functionality in the Kofax Capture image cleanup profile	The Recognition Server service performs correctly in Kofax Capture.
Resolved issues in Kofax VRS 5.2.0 Fix Pack 7		

ID	Title	Solution
1650827	Multifeed image was not created when using a Kodak i3450 scanner	Multifeed images are created correctly.
1648143	Fast Scan and Scan with Preview were not displayed for UNC paths	Fast Scan and Scan with Preview are enabled for UNC paths.
1631516	Incorrect mapping of Scanner Maximum page size with Fujitsu fi-7900 and fi-7800	Scanner Maximum page sizes are mapped correctly.
1625888	Fujitsu fi-7900 Scanner Maximum (12x17) 20+ppm was slower than B Size (11x17) when End of Page Detection and Overscan were enabled	ISIS default driver settings have been set back to Automatic Size (page>cropping>Automatic Size) which has restored scanning speed.
1623900	Jobs get stuck in transaction review in Kofax Front Office Server	After VRS image quality adjustments are applied, jobs are processed correctly in Kofax Front Office Server.
1622270	When Multicore is set to ON/Automatic, and the Stop button is selected, VRS continues to scan a few additional pages before stopping	<p>When Multicore processing is active, a gradual stop is to be expected as normal behavior. However, you can perform the following to force VRS to stop immediately when the Stop button is selected:</p> <ol style="list-style-type: none"> 1. Open KofaxReg.xml. 2. Set the value for the STOPKEY tag to one of the following: <ul style="list-style-type: none"> - 0: VRS continues the current scan and stops gradually. (Default) - 1: VRS cancels the current scan and stops immediately.
1603539	PDF Generator Error: FPS: Image cleanup failed	PDF Generator now works correctly.

ID	Title	Solution
	(CKfxException: 0x00000212 FPS: Image cleanup failed (Bad Parameter)	
1596227	Error 20489: PDF page is not a supported format.	The PDF library is now updated to support all formats.
Resolved issues in Kofax VRS 5.2.0 Fix Pack 6		
1629492	Hole fill was not working in color mode with the Fujitsu fi-5900c HVRS scanner	Hole fill now works correctly.
1604964	When using Kofax VRS 5.1.2.6 with a Kodak i5600 scanner, a large red X appeared intermittently on images	Images are no longer marked with a large red X.
1599950	Recognition failed with the error C0000005 ACCESS_VIOLATION	An added exception handler allows the VRS image processing library to remove image shading correctly.
1472894	AZTEC ISO-8859-1 decoding issue	AZTEC bar codes are correctly detected.
Resolved issues in Kofax VRS 5.2.0 Fix Pack 5		
1562427	Maximum power save timeout cannot be more than 120 minutes per Energy Star 3.0	The maximum adjustable time for the Power Save setting has been reduced from 240 minutes to 120 minutes.
1475830	Windows 10 Defender Security prevented the Kofax Capture Scan Module from saving scanned pages to the CaptureSV\Images folder on the Capture share	Exclusions added to the Windows Defender Security Center Exclusions List have resolved this issue.

ID	Title	Solution
1372819	Kofax Capture and Kofax VRS 5.2 could not detect Postnet bar codes if Enhanced Bar Code engine was enabled	Postnet bar codes are read correctly by the Enhanced Bar Code engine.
Resolved issues in Kofax VRS 5.2.0 Fix Pack 4		
1563795	Scan from Kofax VRS 5.2.0.0 Twain On Top Imprinter string returned as null	Imprinted text in images of digital stamps are retrieved correctly.
1487580	QR code recognized by Kofax Transformation Modules Recognition Server was not detected by ImageControls application	The Kofax Transformation Modules Recognition Server recognizes QR codes.
Resolved issues in Kofax VRS 5.2.0 Fix Pack 3		
1545843	Request to add a new "TIFF-G4/TIFF-LZW/TIFF-JPEG" option to the Internal Image Storage format	A "TIFF-G4/TIFF-LZW/TIFF-JPEG" option is added to the Internal Image Storage format.
1523434	After a PDF was imported, some lines were replaced by dots	The PDF library is updated so lines in PDFs are no longer replaced by dots.
1518472	VRS 5.2 Client was not creating the .download extension file when selecting profiles from a configurable folder	VRS Client now creates the .download extension file with new profile folder names.
1517122	Multifeed image was not created when using a Kodak i4850 scanner	When a Multifeed error occurs during a scan, scanning stops and an image is created.
1516568	A VRS Workgroup license was incorrectly expected for	Epson updated its ISIS drivers to correctly identify scanner models and VRS Workgroup

ID	Title	Solution
	an Epson DS-7500 Desktop level scanner	licenses.
Resolved issues in Kofax VRS 5.2.0 Fix Pack 2		
1488312	When a VRS Desktop license was used with the Enhanced Bar Code engine, bar code separation did not work	Barcode.kpm no longer applies the Kofax Demo logo stamp when running bar code separation at scan time.
1487407	Request ability to turn off Kofax Device Health feature in Kofax VRS Elite	<p>Kofax Device Health is enabled by default. Perform the following to disable Kofax Device Health:</p> <ol style="list-style-type: none"> 1. Open KofaxReg.xml. 2. Set the value for the NODEVICEHEALTH tag to one of the following: <ul style="list-style-type: none"> - 0: Enables the Kofax Device Health feature. (Default) - 1: Disables the Kofax Device Health feature.
1472989	In a Kofax Capture environment, if an imported image exceeds the maximum width allowed (width > 21000 pixels), the Scan and QC modules fail	<p>When using Kofax VRS in a Kofax Capture environment, size checking of imported images is disabled by default. Perform the following to enable size checking of imported images:</p> <ol style="list-style-type: none"> 1. Open KofaxReg.xml. 2. Set the value for the IMAGESIZEVALIDATION tag to one of the following: <ul style="list-style-type: none"> - 0: Disables image size checking. (Default) - 1: Enables images size checking.
1432267	If Kofax VRS 5.1.2.5 was installed in a Kofax Capture environment, the Fujitsu endorser did not work	The Fujitsu endorser works when Kofax VRS is installed in a Kofax Capture environment.
Resolved issues in Kofax VRS 5.2.0 Fix Pack 1		


ID	Title	Solution
1466940	Kofax Capture Recognition Server failed while processing dark images	Kofax VRS removes the black border of dark images correctly.
1456576	Request Kofax Import Connector option to configure the minimum image size for VRS processing	<p>Perform the following to change the minimum image size for VRS processing:</p> <ol style="list-style-type: none"> 1. Open KofaxReg.xml. 2. Set the value for the VRSCMD_MIN_IMAGE_WIDTH tag to the desired pixel width. (Default: 16) 3. Set the value for the VRSCMD_MIN_IMAGE_HEIGHT tag to the desired pixel height. (Default: 16) <p> These tags only work for applications that use the VRScmd interface.</p>
1456558	Recognition service failed and had to be restarted	Recognition service works correctly.
1456555	Annotation string appeared only on the front side image, but not on the back side	<p>Annotation string can be set to annotate the back as well as the front when scanning in duplex.</p> <p>Perform the following to configure annotation:</p> <ol style="list-style-type: none"> 1. Open KofaxReg.xml. 2. Set the value for the ANNOTATIONBOTHSIDES tag to one of the following: <ul style="list-style-type: none"> - 0: Annotate the front side only. (Default) - 1: Annotate the front and back.
1456552	Data Matrix bar code could not be read	Kofax VRS reads Data Matrix bar codes correctly.
1456549	PDF file imported as a blank page	PDF files import correctly after updates to the PDF library.
1456546	Out of paper message when scanning the same images	Out of paper error message works correctly.

ID	Title	Solution
	into the same batch while Multicore processing is enabled	
1453356	Importing images smaller than 16 pixels caused a failure	Images smaller than 16 pixels are properly imported.
1442850	Kodak i5850S not classified as supported for Image Address functionality in VRS	Kodak i5850S is now classified correctly as a scanner that supports Image Address functionality.
1403453	"Error 20208 - compressor failed" occurs when importing color/grayscale, LZW 600x600 DPI TIFF files	Color/grayscale LZW 600x600 DPI TIFF images import correctly after increasing the internal buffer size for compressed data.

Known issues

This topic contains information about potential issues that you may encounter while installing and using Kofax VRS Elite 5.3.0 and earlier versions. Workarounds are provided, when available. ID numbers are listed in descending order.

ID	Title	Description	Workaround
None	Desktop Experience required on server operating systems	To use Kofax VRS Elite on Windows Server 2012 R2 or later, the Windows Desktop Experience feature must be enabled. With earlier versions of Windows Server, Desktop Experience is enabled by default.	N/A
None	Page detection optimized for ADF scanning only	In this product version, page detection is optimized for ADF (Automatic Document Feeder) scanning. As a result, the Auto Crop and Auto Deskew features are optimized for ADF scanning but not flatbed scanning.	N/A
1983282	Client station unresponsive	In a client/server environment, if Auto Profile is enabled on a client workstation, it may become unresponsive if the server is running a newer version of VRS than the client workstation.	Upgrade any client workstations that are running a VRS version that is older than the VRS server version.
1396622	Incorrect color mode detection	When the Color or Black & White profile is selected for use with the Scan with Preview feature, the color mode detection is incorrect the first time you select a black and white image and open it in the Kofax VRS Interactive Viewer. As a result, the	Close the Kofax VRS Interactive Viewer and then open it again while the same black and white image is selected.

ID	Title	Description	Workaround
		black and white image is detected as a color image.	
1374846	Fast Scan: Save Scanned Document prompt sometimes does not appear	In Kofax VRS, the Save Scanned Document prompt is not consistently displayed when using Fast Scan from the desktop with an HVRS scanner.	N/A
1374834	Kofax VRS tab does not appear	If you install Microsoft Office applications <i>after</i> installing Kofax VRS, the Kofax VRS tab does not appear in Microsoft Excel, Outlook, PowerPoint, or Word.	<p>To use the Desktop Productivity features successfully with 64-bit versions of Microsoft Office, the Excel, Outlook, PowerPoint and Word applications must be pre-installed before you install Kofax VRS.</p> <p> This issue does not occur with 32-bit versions of Microsoft Office.</p>
1369953	Fast Scan: Non-ASCII characters replaced in file names	If non-ASCII characters are assigned to file names while using the Fast Scan feature, the characters are not preserved if the .TIF, .BMP, .JPG or .PNG format is selected. This issue does not occur if .PDF format is selected.	Save files with non-ASCII characters in .PDF format.
1361846	Error with QC Later feature	When Kofax VRS is used with a Kodak i5650V/i5250V scanner in a Kofax Capture 11 environment, an error appears if a Brightness Out of Range exception occurs while QC Later mode is selected.	Change the Adjust Quality mode to On Warnings, instead of QC Later. As a result, an error does not occur if a Brightness Out of Range exception occurs, and the affected page appears in the Kofax VRS Interactive Viewer for adjustments.
1330435	Digital annotation and ISIS applications	Digital annotation is not currently supported for use with ISIS-based	N/A

ID	Title	Description	Workaround
		scan applications.	
1319209	Fast Scan issue with CGA scanners	When the Fast Scan feature is used with a CGA scanner, the scanned images may not always be imported after scanning.	Use the Fast Scan feature to scan the batch again.