



OpenText™ TeleForm™

Release Notes

OpenText TeleForm Documentation

Release 16.5.1

OpenText™ TeleForm

Release Notes

Rev.: July 2019

This documentation has been created for software version 16.5.1.

It is also valid for subsequent software versions as long as no new document version is shipped with the product or is published at <https://knowledge.opentext.com>.

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1 Introduction

These Release Notes provide an overview of OpenText TeleForm 16.5.1, including new features, delivery information, and supported platforms. OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check the OpenText My Support site (<https://support.opentext.com/>) for any patches or documentation updates that may have been posted after the initial release of this product.

1.1 Release notes revision history

Revision date	Sections revised	Description of revision
July 2019	First release	All new content

2 About TeleForm

This section provides an overview of OpenText TeleForm 16.5.1.

OpenText TeleForm is an Intelligent Forms Automation solution that enables automated capture, classification, and extraction of information from paper and electronic documents and forms using powerful recognition technologies to eliminate time-consuming manual data entry.

Key features include:

- **Advanced design & distribution:** Create forms with embedded logic, integrate live data, and distribute by printing, faxing, emailing, and saving as PDFs.
- **Flexible capture options:** Capture documents on demand or in a batch directly from scanners and MFPs, fax, email, web browsers, and mobile devices.
- **Powerful recognition technology:** Extract information from documents with powerful OCR, handprint, barcode, checkbox, and other recognition technologies.
- **Seamless validation and verification:** Create business rules to validate extracted data with other systems, visually review exceptions, and correct information.
- **Automated export & processing:** Export documents and data into other systems, and feed into OpenText LiquidOffice to automate business processes.

2.1 New features

TeleForm 16.5.1 includes several new features that are intended to improve performance, recognition, quality, and platform support.

Enhanced barcode recognition

An updated version of the OpenText Capture Recognition Engine has been included in TeleForm that helps improve barcode recognition and performance in most cases.

QR barcode recognition

Support for QR code recognition has been added.

Spanish language TeleForm

TeleForm is now available with a Spanish installer and user interfaces.

Hidden template folders

The **Hide templates in restricted folders** option in the **Global System – Security** dialog has been enhanced to hide folders from users who are not part of the selected security group. Previously, only the templates were hidden. Note that folders are not hidden if they contain sub-folders the user has rights to view.

Enhanced logging

Logging in the `tinstall.log` file has been expanded to include additional information regarding failure or success, and information that can be used for troubleshooting purposes.

Other Enhancements

- Increased complexity of the internal password for SQLEXPRESS.
- Folders no longer used by TeleForm are removed when upgrading.

2.1.1 Updated documentation

The documentation has been updated to reflect the latest software enhancements

Some specific updates made to the documentation that are not related to the enhancements for the current release, include the following:

- The server and workstation requirements have been updated to reflect the most accurate requirements for these platforms.
- Active Directory support is now included in the requirements documentation
- SharePoint export documentation has been updated to include information about specific user authentication.
- The silent installation documentation was corrected for changes to the file locations and the instructions have been updated to reflect the most current software requirements.

The following guides have had multiple changes and improvements across the content to update the content for OpenText style and structure:

- OpenText RecoFlex API Help
- OpenText TeleForm Remote Capture Station User Guide

2.1.2 Updated platform support

TeleForm has added support for the following platforms:

- Microsoft Active Directory 2019
- SQL Server 2017
- Windows Server 2019

2.2 Discontinued and deprecated features

The following features have been discontinued or deprecated.

2.2.1 Deprecated features

The following features might still be accessible in TeleForm either as part of this release or following an upgrade from a previous release, to help customers during upgrade and migrate to alternative functionality; however, these features have been deprecated in this or a previous release.

Keep in mind the following considerations for deprecated features:

- Deprecated features might not work as expected in this release
- Deprecated features will not be updated in this or a future release
- Deprecated features might be removed altogether in a future release

Customers should consider migrating from deprecated features to alternative functionality within TeleForm for better support in this and future releases.

Deprecated feature	Description
BasicScript	BasicScript is no longer recommended for use with TeleForm and remains enabled only to support legacy environments. Use of the TeleForm COM Scripting API is recommended. A reminder is also issued each time the BasicScript editor is opened.
Capture Document Reader (formerly know as DOKuStar Professional)	LiquidOffice will continue support for existing Capture Document Reader functionality, however, support for new versions of Capture Document Reader is not planned.
Changing the Internal Image Format	The ability to change the Internal Image Format was not compatible with a number of newer TeleForm features and is no longer a supported function.
Using XLS files for export and lookups	Use of .XLS files for export and lookups is deprecated and might be removed in a future release. .XLS files are no longer supported in MS Office. Use .XLSX files instead. Note that the October 10, 2017 Windows Update has already broken exports to .XLS files.

Deprecated feature	Description
Using .MDB files for export and lookups	Use of .MDB files for export and lookups is deprecated and may be removed in a future release. .MDB files are no longer supported in MS Office. Use .ACCDB files instead.
TeleForm IDR (Intelligent Document Recognition)	Upgrading customers can continue to use TeleForm IDR with this release, and will be provided with support as needed, however no further updates will be made to IDR functionality in this or future releases.
MediClaim	Support for MediClaim was stopped many years ago and will be removed completely in a future release.
Revision Control with Microsoft SourceSafe	SourceSafe became end-of-life software many years ago and while it might still work, integration with this product cannot be updated or supported. Additional Revision Control Systems will be considered for use with TeleForm in future releases.
HP/iManage WorkSite MP Export	WorkSite MP became end-of-life software many years ago and while this integration may still work as expected, integration with this product cannot be updated or supported.
HP Meridio	Meridio became end-of-life software many years ago and while this integration may still work as expected, integration with this product cannot be updated or supported.
Visual Basic for Applications (VBA)	VBA was discontinued many years ago, and while this functionality may still work as expected, and support will be provided when possible, it cannot be updated.

3 Packaging and documentation

Downloads and documentation for TeleForm are available on OpenText My Support (<https://support.opentext.com>).

3.1 Packaging and delivery information

The software and documentation for TeleForm includes the TeleForm Installer Package, a downloadable file that includes the following:

Installer	Launched From
TeleForm Installer	Launched from main setup.bat installer or directly from .\TF\TeleForm\setup.exe
Web Capture Option Installer	Launched from main setup.bat installer or directly from .\WCO\setup.exe
Remote Capture Station Installer	Launched from main setup.bat installer or directly from .\RCS\setup.exe
Documentation Installer	Launched from main setup.bat installer or directly from .\DOC\setup.exe

On some systems, setup.bat will need to be launched with “Run as administrator.” If you experience any problems with the main installer launching the individual setup programs, you can launch them directly as noted above.

3.2 Related documentation

For additional information about TeleForm, or for supplemental information about related products, refer to the OpenText TeleForm documentation, which is available on OpenText My Support (<https://support.opentext.com>).

3.3 Documentation errata

Release notes for prior releases

Information about prior releases can be found in the Release Notes for those prior versions. Recent release notes are included on the OpenText My Support site.

4 Supported environments and compatibility

This section provides details about supported platforms, systems, and versions.

4.1 Server, workstation, and desktop requirements

This table lists the minimum requirements for TeleForm servers, workstations, and desktops.

Product	Operating System	Hardware	Software
TeleForm Server	<ul style="list-style-type: none">• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2016• Microsoft Windows Server 2019	<ul style="list-style-type: none">• Processor—Dual Core• RAM—4 GB• Network Card—100 Mbps TCP/IP network card• Hard Drive—100 GB of free space	
TeleForm Workstation	<ul style="list-style-type: none">• Microsoft Windows 7 (SP1)• Microsoft Windows 8.1• Microsoft Windows 10	<ul style="list-style-type: none">• Processor—Dual Core• RAM—4 GB• Network Card—100 Mbps TCP/IP network card• Hard Drive—50 GB of free space	
TeleForm Desktop	<ul style="list-style-type: none">• Microsoft Windows 7 (SP1)• Microsoft Windows 8.1• Microsoft Windows 10	<ul style="list-style-type: none">• Processor—Dual Core• RAM—4 GB• Hard Drive—50 GB of free space	

Product	Operating System	Hardware	Software
<p>Citrix Environment TeleForm</p>	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2016 • Microsoft Windows Server 2019 <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Tip: As a best practice, use the following configuration:</p> <ul style="list-style-type: none"> • A RAID 5 drive array • 3 active disks • 1 hot spare disk <p>Set the system page file to 2.5 times the amount of physical memory. Locate the system page file on the data drive.</p> </div>	<p>—</p>	<ul style="list-style-type: none"> • TeleForm server— <ul style="list-style-type: none"> • TeleForm server should be configured and running on the LAN before you begin the TeleForm/Citrix XenApp installation. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>Important: Citrix XenApp and TeleForm are not certified to run on the same server.</p> </div> <ul style="list-style-type: none"> • See the TeleForm server requirements. <p>For more information about TeleForm server requirements, see Server, Workstation, and Client Requirements in the <i>OpenText TeleForm Administration Guide</i>.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Important: The TeleForm server cannot be the same machine as the XenApp server.</p> </div> • Citrix XenApp server— <ul style="list-style-type: none"> • Citrix XenApp 7 <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>Note: Refer to XenApp documentation for a list of supported server configurations.</p> </div> • Citrix ICA Client—ICA Client installed on a workstation that runs TeleForm via the XenApp server. <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>Tip: You can use Citrix Web Interface Management to ensure that workstations have the most recent version of the XenApp client when logging in to the XenApp server using a web browser.</p> </div>

4 Supported environments and compatibility

Product	Operating System	Hardware	Software
TeleForm Reader and AutoMerge Publisher	<ul style="list-style-type: none"> • Microsoft Windows 7 (SP1) • Microsoft Windows 8.1 • Microsoft Windows 10 • Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2016 • Microsoft Windows Server 2019 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Important: While Reader and AutoMerge Publisher can run on the same operating systems as the TeleForm server, you should not install Reader or AutoMerge Publisher on the TeleForm server.</p> </div>	—	
Remote Capture Station	<ul style="list-style-type: none"> • Microsoft Windows 7 (SP1) • Microsoft Windows 8.1 • Microsoft Windows 10 	<ul style="list-style-type: none"> • Processor—Dual Core • RAM—4 GB • Hard Drive—50 GB of free space 	
Web Capture Server	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2016 • Microsoft Windows Server 2019 	<ul style="list-style-type: none"> • RAM—4 GB • Hard Drive—50 GB of free space 	<ul style="list-style-type: none"> • The following software is required, depending on your setup: <ul style="list-style-type: none"> • IIS— <ul style="list-style-type: none"> • Internet Information Server 8.5 • Internet Information Server 10.0 • .NET— <ul style="list-style-type: none"> • .NET: .NET Framework 4.0 or later (4.6.2 installed automatically if required) • Web Services Enhancements for Microsoft .NET(WSE) <p>See also "Supported environments and compatibility" on page 7.</p>

Product	Operating System	Hardware	Software
Web Capture Client	<ul style="list-style-type: none"> • Microsoft Windows 7 (SP1) • Microsoft Windows 8.1 • Microsoft Windows 10 	—	<ul style="list-style-type: none"> • The following software is required, depending on your setup: <ul style="list-style-type: none"> • Web Browser— <ul style="list-style-type: none"> • Microsoft Internet Explorer 11 (ActiveX support is required)
Mobile Web Capture Client	Any OS that has supported browsers		Any browser with HTML5 support

4.2 Additional supported software

This table provides support information for additional software that can be used with optional functionality in TeleForm:

Software	Supported Versions/Formats	Considerations
Active Directory server	<ul style="list-style-type: none"> • Microsoft Active Directory 2012 • Microsoft Active Directory 2016 • Microsoft Active Directory 2019 	—
Fax Servers	<ul style="list-style-type: none"> • OpenText RightFax 9.x • OpenText RightFax 10.x • OpenText RightFax 16.x 	<ul style="list-style-type: none"> • To make sure that TeleForm has access to the correct libraries, you must download and install the appropriate version of the RightFax client on the same machine as TeleForm. • Fax servers must be installed and configured <i>before</i> you install TeleForm. • When you install TeleForm, you must enter information about the fax server.
Scanners	<p>TeleForm supports scanners that are compliant with one of the following formats:</p> <ul style="list-style-type: none"> • ISIS (Pixel) • Kofax • TWAIN 	<ul style="list-style-type: none"> • Scanners must be installed <i>before</i> you install TeleForm on your workstations. Install and test your scanners before installing TeleForm on workstations, otherwise, there may be driver conflicts. • Some scanner settings may need to be configured after TeleForm is installed. • If any Web Capture Module client creates batches strictly from images in directories, a scanner is not required. • Scanning should be performed at 300 dpi for optimal speed and accuracy, or 200 dpi when image size is a consideration (such as color scanning). • You will achieve the best recognition results with a clean, black and white image

Software	Supported Versions/Formats	Considerations
Microsoft Office	<ul style="list-style-type: none"> • Microsoft Office 2013 • Microsoft Office 2016 (standalone installation and Office 365 subscription) • Microsoft Office 2019 (standalone installation and Office 365 subscription) 	—
Microsoft Sharepoint	<ul style="list-style-type: none"> • Microsoft Sharepoint 2013 • Microsoft Sharepoint 2016 	—
VMWare	<ul style="list-style-type: none"> • VMWare Server ESX, version 5.5 or later. 	<ul style="list-style-type: none"> • Only TeleForm Reader and TeleForm AutoMerge Publisher are supported with VMWare. • The operating system for the server used with TeleForm must be supported by both TeleForm and VMWare. • You may experience a decrease in performance when running on VMWare. As a best practice you should deploy TeleForm/VMWare in a test configuration to determine whether any loss of performance is acceptable.

4.3 Supported database servers

TeleForm supports the following database servers:

Database	Supported Versions	Considerations
Microsoft SQL Server	<ul style="list-style-type: none"> • Microsoft SQL Express 2008 (if installed by TeleForm for single-user systems) • Microsoft SQL Server 2012 • Microsoft SQL Server 2014 • Microsoft SQL Server 2016 • Microsoft SQL Server 2017 	<ul style="list-style-type: none"> • TeleForm requires a Microsoft SQL database. The TeleForm installation wizard can create a new database or use an existing database. • Microsoft SQL Server Express is included with the TeleForm installation program. If you choose this option, the TeleForm setup automatically installs and configures a Microsoft SQL Server Desktop Edition application on your computer. • To run TeleForm on a Microsoft SQL internal database, your Microsoft SQL database must be installed and running before you run the TeleForm setup program. You must have the appropriate user name and password, because you will be prompted for this information during the TeleForm installation.

4.4 Supported export formats

This table shows the formats to which TeleForm can export data and files:

Format	Supported Versions	Export		# of Auto Exports Per Form
		Data	Files	
Comma Separated Values (CSV)	—	✓		Multiple Auto Exports per form
Delimited Values (DEL)	—	✓		Multiple Auto Exports per form
Capture to Directory VB.NET	—	✓	✓	Multiple Auto Exports per form
CFM—Confirmation	—	✓		Multiple Auto Exports per form
Connect Agent for LiquidOffice (SOAP)	<ul style="list-style-type: none"> OpenText LiquidOffice 7.5.1 and later <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: OpenText LiquidOffice was previously known as HP LiquidOffice, HP Process Automation, Autonomy Process Automation, and Cardiff LiquidOffice.</p> </div>	✓	✓	One Auto Export per form
Micro Focus Content Manager	<ul style="list-style-type: none"> Micro Focus Content Manager 8.3 Micro Focus Content Manager 9.2 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: Micro Focus Content Manager was previously known as HPE Content Manager, HPE Records Manager, HP Records Manager, and HP TRIM.</p> </div>	✓	✓	Multiple Auto Exports per form
IBM SPSS Statistics File Format (.SAV)	—	✓		Multiple Auto Exports per form
iManage Work	<ul style="list-style-type: none"> iManage Work 9.0 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: iManage Work was previously known as HP WorkSite, Autonomy WorkSite, Interwoven WorkSite, and iManage WorkSite.</p> </div>	✓	✓	Multiple Auto Exports per form

Format	Supported Versions	Export		# of Auto Exports Per Form
		Data	Files	
Microsoft Access	—	✓		Multiple Auto Exports per form
Microsoft Excel	—	✓		Multiple Auto Exports per form
Microsoft SharePoint	—	✓	✓	Multiple Auto Exports per form
ODBC (Text and Data Source)	—	✓		Multiple Auto Exports per form
OpenText Content Server	<ul style="list-style-type: none"> OpenText Content Server 16.x 	✓	✓	Multiple Auto Exports per form
XML	—	✓	✓	Multiple Auto Exports per form

4.5 OpenText product compatibility

The section provides details about which versions of other OpenText products are compatible with this release of TeleForm 16.5.1.

Note: For the latest compatibility information for OpenText products, refer to the Compatibility Matrix (<https://knowledge.opentext.com/go/matrix>) on OpenText My Support.

Product name	Version	Notes
OpenText LiquidOffice	16.6 16.4.x 16.2 7.5.1 to 7.8	Formerly known as HP LiquidOffice, HP Process Automation, Autonomy Process Automation (APA), and Cardiff LiquidOffice.
OpenText RightFax	9.x 10.x 16.x	—
OpenText Capture Document Reader	4.6 Build 20 3.6 Build 41	Formerly known as DOKuStar 4.6 Build 20 requires DOKuStar Extraction Plug-in v6.0 SR01
OpenText Content Server	16.2.4	—

4.6 Language support

TeleForm is currently localized in the following languages. Additional languages may be available in future releases.

Component	Languages					
	EN	ES	DE	FR	JA	PT-BR
TeleForm UI	B	UI	UI	UI	UI(1*)	UI
Web Capture Options	B	—	UI	—	UI	—

UI = user interface only

B = both user interface and online help

*1 = Installer for Japanese version is in English

5 Fixed issues

This section provides information about past issues that have been fixed in this release.

Issue number	Issue description
TF-9886, TF-9876	Vietnamese OCR (fields, zones, PDF+text) did not work as expected, and required installation of TeleForm 16.3.1 and configuration to use the legacy recognition engine. Support for Vietnamese OCR has now been added by default (although using the legacy recognition engine is still an option).
TF-10261	TIFF images using Deflate compression could not be read by TeleForm.
TF-8929	OCR result is reading the slash character incorrectly as letter "f".
TF-9016	Moving fields in Auto Export causes other fields that it crosses over to be enabled.
TF-6844	Image zone picks up values that are not present on the image, causing unexpected OCR result for image zones.
TF-9535	OCR recognition picks up additional spaces.
TF-10031	Account locked after 1 invalid password in TeleForm even when account policy is set to allow 3 invalid attempts.
TF-10196	<p>The following incorrect error message appears during script API load:</p> <pre>Failed loading add-in 'TFScriptAPITestCS.dll' with GUID {6bdf9807-230a-4f98-b365-dcdaf2c17839}. An attempt was made to reference a token that does not exist.</pre>
TF-10111	Some images do not display correctly and can appear with an increased size or can overlap other images
TF-10120	Alpha character suggested when numeric is specified in the template.
TF-10157	<p>Job synchronization crash on Japanese TeleForm systems due to INI files being created as UTF-8 and Japanese characters not being saved correctly.</p> <p>The fix addresses new installations, but upgraded systems might require updating manually. This can be done using a tool, such as Notepad++, which can convert INI files with Encoding > Convert to UCS-2 LE BOM.</p>
TF-10179	Space character is removed when exporting the form template to FXF.
TF-9993	TeleForm release notes previously mentioned that Sharepoint Connect agent does not export Files. This has been corrected.
TF-9994	<p>Added support for the SharePoint connect agent to connect using a specific user name for SharePoint on premises. Previously this was only supported for SharePoint online.</p> <p>SharePoint online expects user name in the form of an email address, while SharePoint on premises expects domainuser.</p>
TF-10200	Capture Zones now support schema specific database tables for Choice Field lists, Edit Field validations, and Database Groups.

Issue number	Issue description
TF-9991	Error message when multiple readers are picking up DSS from the same Web Capture folder.
TF-6131	Data Matrix Barcode not being read by TeleForm.
TF-9525	TeleForm is unable to decode noisy or out of standard barcodes.

6 Known issues

This section provides information about known issues in this release.

Issue number	Issue description
TF-8889	When using the Advantage StreamlineSQL ODBC DSN in Auto-Export setup, the Image zone Database lookup (Field Validation), or Merge (Merge database), you are not prompted to choose the table; however, if you use the same DSN in MS access, you are prompted to choose a table.
TF-10282	Codabar barcodes might not work as expected when using the raw data option.

7 Contact information

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