Kofax Capture 9.0.3

Release Notes

KOFAX

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Introduction

These notes supplement the *Kofax Capture 9.0 Release Notes* and contain information about new features, resolved problems, known issues, installing and removing this release, and technical support.

Note Beginning with this release, Service Packs are referred to by the product release number. For example, this product release is Kofax Capture 9.0.3 instead of Kofax Capture 9 Service Pack 3.

This release is a cumulative package and contains features and problem resolutions provided with all releases for Kofax Capture 9.0. Therefore, Kofax Capture 9.0.3 also contains the features and resolutions provided with Kofax Capture 9.0 Service Packs 1 and 2.

New Features

This section gives a summary of each new feature in Kofax Capture 9.0.3.

Note New features added to this Kofax Capture release may not be supported by previously released add-in products.

Truncate ERRORTEXT Data to Maximum Database Column Length

The ERRORTEXT was not truncated if it exceeded the maximum length of the database column (255 characters) and an error occurred. (SPR00088851, SPR00088413)

Update to Stored Procedures that Created Temporary Tables

Stored procedures that created temporary tables in the standard database were changed to define the collation of the table to be created. (SPR00072067)

Modification Added to Configure a Restart Interval for XML Import Connector's Scan.exe

A modification was added to restart XML Import Connector's scan.exe at regular intervals. This interval would cause scan.exe to restart before getting to the unresponsive state.

To configure the restart interval for scan.exe, modify ACConfig.xml as follows:

```
<ACConfig>
    ...
    <ScanProcessInterval>10</ScanProcessInterval>
    ...
</ACConfig>
```

The units are in minutes. Values can range from 10 to 180. (SPR00088178)

LZW Compression Option Added

The Export Connector image export for Multipage TIFF - LZW Compression was added as an available option. (SPR00088441)

Resolved Problems in Kofax Capture 9.0.3

This section describes problems resolved in Kofax Capture 9.0.3.

Recognition Engine Error Occurred

When using PDF Generator to create a PDF file, a recognition error occurred and the PDF was not created. (SPR00072254, SPR00089008)

Page Note Panel Did Not Switch Back to Document Note

The Notes toolbar field did not change when changing focus from Page to Document in Batch Contents. This error affected the Scan, Validation, Verification, and Quality Control modules. (SPR00088630)

Kofax Capture Import Connector-XML Errors Occurred When Remote Site Synchronized

When a remote site synchronized, intermittent Kofax Capture Import Connector-XML errors occurred. (SPR00088853, SPR00088757)

Multiple Software Import Service Stopped Batch Creation

When running multiple software import services on a single machine, only one software import service was able to create batch es, the others did not. This problem occurred when the software import profile being used switched from shared to local. (SPR0008850, SPR00088483)

Batches were Duplicated at Central Site

Batches were duplicated at the central site if a batch was locked during a Remote Synchronization Agent (RSA) upload. (SPR00088852, SPR00088501)

Field Values Displayed Contents of Previously Selected Documents

If VB.NET scripts were used after Service Pack 2 was installed, index fields displayed the contents of previously selected documents and not the current document. (SPR00072469)

First Page Level Bar Codes Overwritten

When the number of bar codes on page one and the number of bar codes stored did not match, the first level bar codes on page one overwrote the value of the first level bar code on page two. (SPR00086657)

StatsMgr User Permissions Revoked

StatsMgr user permissions were revoked after upgrading to Kofax Capture 9.0 Service Pack 2. Any customized reports that used StatsMgr failed. (SPR00087186)

Database Validation Error Occurred

When an alphabetical character was entered into a numeric field type, a database validation error occurred and the operator was given the choice of Retry or OK. On clicking OK, the batch was incorrectly sent to Quality Control instead of allowing the operator to edit the value in the field. (SPR00088159, SPR00086904)

Remote Sites Received Zero as the Remaining Scan/Import Page Count

If Kofax Capture Network Server profiles had "Applied limits" for volume licensing, the Remote Sites received zero as the Remaining Scan/Import page count when synchronized to the Central site. An "insufficient Scan/Import license available" message was received on attempts to scan at the Remote sites. (SPR00085373)

Tables not Listed Correctly When Configuring Kofax Capture Export Connector Database Setup to Use MySQL

When attempting to configure Kofax Capture Export Connector to use MySQL database, the list of tables available showed a "." in the table name and caused an error. (SPR00088104)

VB.NET Validation Script Not Visible to Document Class and Batch Class

When a batch class was imported with a VB.NET document validation script and a duplicate document class was renamed during import, the VB.NET validation script was not visible to the renamed document class and batch class. (SPR00087820)

XML Auto Import Failed to Import Images

After XML Auto Import imported images with unrecognized file format errors, image import failed for all subsequent images. (SPR00072615)

Deadlock Errors Occurred with Multiple Processes

When multiple processes were acquiring Kofax Capture locks and abandoned locks existed, deadlocks occurred. (SPR00088454)

Database Export Connector Failed with MySQL

When the Database Export Connector was configured to use an ODBC MySQL data source, attempts to select a table failed. (SPR00064982)

Could Not Configure Microsoft Access View in Database Validation

Attempts to configure Database Validation using the same Access database failed and the following error message appeared:

```
Invalid characters were entered in one or more fields. Please correct and try
again.
```

(SPR00088419, SPR00088871)

PDF Generator with Text Under Image Did Not Preserve Original Image

PDF Generator with Text Under Image settings modified images and visually changed some characters. Although image cleanup was OFF, the default setting for Text Under Image caused value changes in the output PDF. (SPR00088054)

Concurrent License for Remote Site Was Not Assigned Without KCNS Remote Site Licenses

Remote site profiles with a concurrent license were not assigned if the KCNS remote site license was not available. The license check did not account for concurrent or full station licenses. (SPR00056572)

Validation Module Stopped Responding When Using Rubber Band OCR

In the Validation module, when a page and then a document were selected and Rubber Band OCR was performed, the Validation module stopped responding. (SPR00087369)

Database Validation with Integer Field Did Not Work with Comma Decimal Separator

When regional settings did not use a period as the decimal separator and the database validation configuration included an integer field, the lookup failed with the following error:

```
Input string was not in a correct format.
```

(SPR00087969)

Using Oracle Database Produced Errors

When using an Oracle database, Kofax Capture 9 attempted to create the table DatabaseLock even though it already existed. This resulted in an excessive number of logged errors on a daily basis. (SPR00086878)

Database Export Connector Error Occurred After Upgrade

When two database export connectors were configured to release to different tables in the same database, the following error occurred:

```
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]
```

(SPR00086033)

{Operator Name} Document Index Field was Blank in the Validation Module

The {Operator Name} default document index field was not auto-populated in Validation module with User Profiles enabled. (SPR00086426)

Synchronizing Batches through RSA Caused Errors

Synchronizing batches through RSA caused an error. The problem occurred when synchronizing large batches in Oracle. (SPR00086402)

PDF Generator Crashed on Specific Page

When PDF Generator with a recognition profile was configured to use "Maximize accuracy," it consistently stopped responding. (SPR00086267)

Error Continuously Logged in the Log File

The following error was continuously logged in the log file, causing the file to be very large:

```
ORA-01403: no data found ORA-06512: at "KOFAX.PROCROLLBACKBATCH"
```

This error was caused by an unhandled exception caused by an ORACLE SELECT INTO statement. (SPR00085651)

DocumentID Was Not Available when DocumentID Data Type Was An Integer

When using an Oracle database for Database Export, DocumentID was not available when the DocumentID data was an integer. (SPR00083258)

Remote Sites That Could Not Synchronize on Regular Basis Needed Updated Timestamp

A change was implemented to allow the remote site to update the timestamp for the last successful synchronization. The central site will record this timestamp in the database column, AcisCSite.LastDownloadComplete. (SPR00071486)

After KCNS Upgrade, Could Not Submit KTM Batches to Central Site

Remote sites could not create and upload KTM batches to the central site after the central site was upgraded. (SPR00071476)

Creating a PDF in PDF Generator Caused Errors

An error occurred when creating a PDF in PDF Generator. (SPR00071325)

PDF Generator PDF Compression Changed Image Contents

When processing certain images with PDF Generator using PDF compression, the resulting PDF was different than the original image.

To revert to the previous behavior for PDF compression, modify ACConfig.xml by adding the following:

```
<ACConfig>
   ...
   <PDF_Compression_Settings jbig2_quality="0.82" jbig2_weight="0.70" />
   ...
</ACConfig>
```

(SPR00071287)

Recognition Server Crashed with JIT Errors While Processing Images

During image processing, Recognition Server crashed with JIT errors. (SPR00071184)

Validation Module Crashed When Using Rubber Band OCR

Validation module crashed when using Rubber Band OCR after using the Go To menu to select a document. (SPR00070967)

Batches Created With DBLite API Did Not Work

When creating batches with the DBLite API, records for all batches after the first one were not created in the BatchField table. (SPR00072031)

Remote Site Caused License Decrement Problem in Kofax Capture 9 Service Pack 2

When using the software license with Kofax Capture 9 Service Pack 2, a remote site caused a volume decrement. (SPR00087306)

Text Export Connector Failed to Create New Directories for Single Page TIFFs

The text export connector failed to create new directories for single page TIFFs and produced the following error:

```
Export Error: Script #1 (Catalog Orders Text Release) [-2147210802 Directory
Creation Error:3.]
```

(SPR00088028)

Recognition Server Showed Signs of Memory Leak

When Recognition Server ran as a service, it showed signs of a memory leak in Windows Task Manager. (SPR00088111)

Installation Caused Stored Procedures to be dropped

Kofax Capture 9.0 Service Pack 2 caused stored procedures to be dropped when the Oracle server was installed on an HP UX machine. (SPR00088960)

Installing Kofax Capture 9.0.3

This section contains important information about installing Kofax Capture 9.0.3.

We recommend that you review the Technical Support Web pages for any late-breaking information and up-to-date certified operating system requirements. Visit the Web site at www.kofax.com.

You can also review the *Kofax Capture 9.0 Release Notes* before installing Kofax Capture 9.0.3 as they contain important information about Kofax Capture, including known limitations, certification information, installation requirements, and Windows service pack issues.

Kofax Capture 9.0.3 has been fully tested and certified with Kofax Capture 9.0. We recommend that you install and test Kofax Capture 9.0.3 in a development environment before applying it to your production environment.

To install Kofax Capture 9.0.3, you must have full Windows administrator privileges. The Kofax Capture 9.0 software must be installed prior to installing Kofax Capture 9.0.3.

Installation Procedures

Before installing Kofax Capture 9.0.3 on a server, close all programs. This includes all Kofax Capture modules on every workstation, Kofax Capture Internet services, and any third-party applications.

Stop the following services. They must remain stopped until the service pack is installed:

- Kofax Capture services running on remote sites
- Kofax Capture modules running as a service

It is not necessary to update all computers at the same time. Update the server and then you can update the client workstations. For a server installation, the update must be performed on the computer where the server software is installed. Client workstation, remote site, and standalone installations must be updated on the computer where the current installation exists.

Before installing the service pack on a workstation, close all programs and services.

▶ To install Kofax Capture 9.0.3

1. Download Kofax Capture 9.0.3 from the Kofax Web site.
2. Extract the contents of the zip file. Store the two files, KofaxCapture-9.0_Updater_EN.EXE and MSP in the same file folder.
3. Double-click KofaxCapture-9.0_Updater_EN.EXE. The updater will install the MSP and check for running programs, services, and alert you to locked databases.
4. Follow the instructions on your screen. When the installation is complete, an installation complete message will appear.

If you are performing a service pack installation on an existing Kofax Capture Network Server at the central site, the service pack must be copied and installed to each remote site after the installation is complete.

Uninstalling

This section contains important notes about uninstalling Kofax Capture 9.0.3.

When you uninstall Kofax Capture 9.0.3, you are returning the workstation back to its original state before any Kofax Capture service packs were applied. You must have full Windows administrative privileges.

▶ To uninstall Kofax Capture 9.0.3

Windows Vista and Windows 7:

1. Click Start, click Control Panel, and then click Programs. Under Programs and Features, click “View installed updates.”

2 Click the update that you want to remove, and then click Uninstall.

Windows XP:

1 Click Start, click Control Panel, and then double-click Add or Remove Programs.

2 In the "Currently installed programs" box, click the program that you want to remove, and then click Change or Change/Remove.

In both cases, follow the onscreen instructions.

New Features in Kofax Capture 9.0 Service Pack 2

This section gives a summary of each new feature in Kofax Capture 9.0 Service Pack 2.

Note New features added to this Kofax Capture service pack may not be supported by add-in products released prior to the service pack.

Could Not Create Child Batch With Different Batch Class Name

When using the custom module API, users were not able to create a child batch with a different batch class. Child batches were required to have the same batch class as the parent.

The following new function allows child batches to be created with a different batch class:

```
Public Function ChildBatchCreateWithBatchClass(ByVal strBatchClassName as
String, Optional ByVal strBatchName as String) as Batch.
```

(SPR00083255)

Resolved Problems in Kofax Capture 9.0 Service Pack 2

This section describes problems resolved in Kofax Capture 9.0 Service Pack 2.

Document Routing Was Inconsistent

When using a workflow agent to grant user or group access to specific batches, users were able to access batches that were assigned to another user. (SPR00083394)

Remote Site Volume Usage was Over-Decremented

In certain cases volume usage at a remote site may have been counted (decremented) twice, causing a loss of volume at the central site when synchronizing licensing. (SPR00086276)

Database Validation Multiple Match Table Columns Did Not Auto-Expand

The table columns in the Database Validation Multiple Matches Found window had a fixed width that truncated long values. After manually expanding the columns to fit the full width of the values, the settings were not stored and had to be manually set again.

(SPR00070512, SPR00086134)

Could Not Configure Database Validation to DB2 Database

When attempting to configure Database Validation to a DB2 version 8.1 database, the following error was returned after clicking on table settings:

```
Invalid characters were entered in one or more fields. Please correct and try
again
```

Also, when attempting to publish the batch class, the following error was returned:

```
Column 'TABLE_TYPE' does not belong to table Tables
```

(SPR00084107, SPR00086621)

Sticky Field Did Not Retain Values

When you added a VB.NET script to a Document Class with a sticky field and ran a batch with multiple documents, the value in the sticky field was not retained throughout the batch. (SPR00070630)

XML Release Script Failed on Localized Installations

The XML release script failed on German and Swedish localized installations of Kofax Capture and produced the following error message:

```
Input string was not in a correct format
```

(SPR00070138, SPR00086227)

"Rename if duplicate is found" Was Not Working for PDF Files

On the Kofax Capture Text Release Setup window Image Storage tab, when "Rename if duplicate is found" was selected, the duplicate PDF file was incorrectly overwritten. (SPR00066953)

Kofax Capture License Was Not Released After Export Module Closed

For server and client installations, the Kofax Capture license was not released after the Export module closed and an "Insufficient license" error appeared. (SPR00083491)

Errors Occurred During Synchronization

Attempting to synchronize the remote site with the central site produced errors with Kofax Capture 9 Service Pack 1. In addition, attempts to delete data from table groups caused integrity rules to be broken. (SPR00070107)

Shared Scanner Profiles Blocked Synchronization With Remote Sites

If a profile was listed more than once in the ShareProfileMod.xml file, the required folder was not created at the remote site. This caused remote site synchronization errors. (SPR00085411)

Temporary Image Files Were Not Deleted After Processing

The temporary image files were not deleted after processing by the ABBYY engine and caused the following error message when large color batches were processed through the PDF Generator:

```
Advanced Recognition error 770 Files to save recognized image to hard disk.
```

(SPR00085291, SPR00086180)

Endorser Counter Value Was Not Retained

When switching between two batch classes, the endorser counter value was not retained and the count value was not correct for a batch class. (SPR00085329, SPR00085976)

DB2 Aliases Were Not Listed in Database Validation's "Validate against table" Field

When configuring table settings in Database Validation, DB2 aliases were not shown in the list of available DB2 objects. The field that lists these DB2 objects is "Validate against table." (SPR00085327, SPR00085853)

Enhanced Bar Code (EBC) License Failed During Scan, Quality Control, and Recognition

Scan, Quality Control, and Recognition intermittently failed to obtain an EBC license. To fix this issue, modify the ACConfig.xml file with a configuration switch as follows:

```
<ACConfig>
      ...
      ...
 <EBCLicenseCheck RefreshPerBatch="1" />
 </ACConfig>
```

(SPR00083083, SPR00056661)

Email Import Connector Did Not Import Email When Using Linked User Account

In Email Import Connector, if you configured a linked user for batch import, an error was logged in the log file and email was not imported. (SPR00052349, SPR00027818)

Input Script API Referenced Batches That Were Not Available

When using the ACModule API to create batches that were configured to use single document processing, the user was able to make calls using invalid objects. A user was able to create a batch and import pages, and then reference batches and pages that were no longer valid. (SPR00084888)

PDF Generator Created PDF Pages With Misaligned Images

The PDF Generator created PDF pages with images misaligned to one side and cut off even though the scanned pages included images that were centered on the page. (SPR00068967, SPR00085774)

Kofax Capture Advanced Reports 3.1 Login Failed After Upgrading to Kofax Capture 9

After upgrading from Kofax Capture 8 to Kofax Capture 9, Kofax Capture Advanced Reports 3.1 add-on was unable to log into the database. During the upgrade process, the standard database configuration did not restore the permissions and users required for the login. (SPR00065795)

Imprinter Counter Values Were Reset After Out-of-Paper Condition

When scanning unattended, if an out-of-paper condition occurred with a multi-feed printer, the imprinter counter value was reset. (SPR00085350, SPR00085703)

Performance Problems Occurred in Scan Module Between Batch Close and Open Batch Window

In the Scan module, during high volume batch processing with User Profiles enabled, a performance problem was experienced after a batch closed and before the "Open Batch" window opened. (SPR00049210, SPR00055625)

Timeout Problems Occurred in Batch Manager When Using a Workflow Agent With Certain User Rights

When using a workflow agent to grant user or group access to specific batches via GrantUserAccessToBatch or GrantGroupAccessToBatch, a performance problem occurred with high-volume batch processing. (SPR00069130, SPR00069135)

Scan Module Failed to Acquire an EBC License

The Scan module failed to acquire an EBC license from a VRS workgroup/production license. This occurred when separating on a patch code and scanning images with both 2D barcodes and patches codes in duplex mode. (SPR00083787, SPR00084917)

SQL Server Blocked By Deadlocks When Remote Site Was Added

If more than three Kofax Capture Network Services were running when a remote site was added, SQL server was blocked by deadlocks. All services attempted to update data at the same time and ran into lock collisions. (SPR00084670, SPR00085419)

Automatic Synchronization of Batch Upload/Download Stopped Working

Batches stopped downloading automatically when using the Remote Synchronization Agent (RSA). Manually uploading/downloading of batches had to be used instead. (SPR00084916, SPR0085426)

Kofax Accelerator Driver Error Occurred When Starting Scan Module

When using Windows 7 User Account Control (UAC) and SecurityBoost, the following error was reported when starting the Scan module:

```
Kofax Accelerator Driver Error
```

(SPR00085014, SPR00085490)

Performance Issues Occurred When Using the Pull-Mode Method for Retrieving Batches

When using the "pull-mode" method to retrieve batches with high-volume batch processing, there was a delay after the existing batch was closed and before the Open Batch window appeared. (SPR00084785, SPR00084786, SPR00084787)

Validation Module Crashed Intermittently After Upgrade

After upgrading from Ascent Capture 7.5 with Service Pack 4 to Kofax Capture 9, the Validation module crashed on client stations with the following error:

```
Kofax Capture Validation Module has encountered a problem and needs to close.
```

This error occurred most often while displaying PDF, Word, and RTF documents.

(SPR00085045, SPR00085492)

Batch Fields Did Not Change When Batch Class Was Updated

When a batch class was changed and tabbing was used in the Batch Class Properties window, the batch fields did not change. (SPR00083605)

Database Performance Problems Occurred

Database performance problems caused delays when using the Batch window or auto-open next batch with batch filtering enabled. (SPR00083654, SPR00085404, SPR00084788)

Modules Running as Services Did Not Start After Computer Was Restarted

When modules were configured to run as a service with their property set to "Automatic," the service did not start automatically after the computer was restarted. (SPR00083816, SPR00084773)

PDF Files Were Not Compatible With Oracle Inso Viewer

PDF files that were created in Kofax Capture 9, Kofax Capture 8 with Service Pack 5, and Kofax Capture 8 with Service Pack 4 were not viewable in the Oracle Inso Viewer.

To fix this issue, modify the ACConfig.xml configuration file on the server. The fix will be active when the PDF Generator module or service is restarted.The configuration file folder is usually in the following location:

C:\Documents and Settings\All Users\Application Data\Kofax\CaptureSV\Config

Add the following line to ACConfig.xml:

```
<ACConfig>
  ...
  ...
  <PdfOptions UseKc8Compression="1" />
</ACConfig>
```

(SPR00064960, SPR00084688)

Exporting Batch Classes From Custom Panel Caused Runtime Error

In the Administration module, when using a custom setup panel and calling the function "BatchClass.ExportClassDefinition()," the following error occurred:

```
CKfxException: 0x000001CE
Page license dynamic resource allocation mismatch ...
```

(SPR00065335, SPR00084689)

Validation Module Multiple Match Found Value Entered Wrong Value

If a batch was configured to display the Multiple Matches Found window, and Validation was configured to "Enter key moves to next field," the wrong value was put into the index field when a user pressed the Enter key instead of clicking OK. (SPR00083892, SPR00084690)

New Features in Kofax Capture 9.0 Service Pack 1

This section gives a summary of each new feature in Kofax Capture 9.0 Service Pack 1.

Note New features added to this Kofax Capture service pack may not be supported by add-in products released prior to the service pack.

Enable or Disable Batch Notification Service

You can disable the batch notification service for an entire site by adding the DisableBatchNotification setting to ACConfig.xml as follows (add directly under the root <ACConfig> element):

```
<DisableBatchNotification>1</DisableBatchNotification>
```

This setting will take effect after applications or services are restarted. (SPR00039304)

Log into Kofax Capture with Linked User

Linked users can log into Kofax Capture with their "domain\user" and password login credentials. A custom module can log into Kofax Capture by specifying "domain\user" and password. In both cases, the login is successful whether the user is a linked user or if the user is not linked but belongs to a linked group. (SPR00066118)

For a successful log in, the specified linked user must:

- Have permission to log on interactively.
- Be on the same domain as the currently logged in Windows user.

Folders Can be Moved in the Batch Workflow Feature

In the batch workflow feature, the .MoveElementToBatch(..) operation works with folders (the folders can be moved). (SPR00055607)

Resolved Problems in Kofax Capture 9.0 Service Pack 1 Release 2

This section describes problems resolved in Kofax Capture 9.0 Service Pack 1 Release 2.

Some Applications Would Not Install Over Service Pack 1

During installation of Service Pack 1, the current version registry entry was changed from 9.0 to 9.0.1. Some applications that use this entry to determine the current version of Kofax Capture detected an unsupported version and would not install.

This issue has been resolved. (SPR00083593, SPR00083626)

Resolved Problems in Kofax Capture 9.0 Service Pack 1

This section describes problems resolved in Kofax Capture 9.0 Service Pack 1.

MSPs Did Not Install When ACDeployUtil.exe was Used to Rename a Server

During installation, registry entries created by the MSI packages sometimes referenced a UNC path. When the UNC path to the share was modified, UNC path entries became inaccurate. When the patch was run, the path did not exist and the process failed. To resolve this problem, ACDeployUtil supports a new switch for server installations: /PrevServerPath:(value).

For a default Kofax Capture Server installation, rename the computer and then run ACDeployUtil.exe/default.

For a custom Kofax Capture installation, use the following new switch, /prevServerPath:(value), where "(value)", is the previous path to the server share directory. When using the new switch, use the existing switch, /ServerPath:(value) to specify the current server path. For example:

```
ACDeployUtil.exe /PrevServerPath:\\oldKCServer\CaptureSV
ServerPath:\\newKCServer\CaptureSV
```

(SPR00066541)

Database Validation Configuration Failed

Database validation configuration failed when selecting the Table Settings tab and the following error was reported:

```
[Microsoft][ODBC Text Driver] Syntax error in FROM clause.
```

(SPR00064894)

Primary Profile Key Values Were Incorrectly Updated

When moving a remote site from one central site to another, the user data from the prior central site was retained, making it possible to insert duplicate data in the new central site. This problem

caused incorrectly updated primary profile key values and remote sites to fail when opening a module. (SPR00065878)

Users Created Batches for Batch Classes to Which They Had No Access

When using the InputScript API, a user was able to create a batch for batch classes to which they had no access rights. (SPR00057002)

PDF Generator Stopped Responding When Processing Certain Batches

When a batch class was configured to use Kofax PDF Compression and Scan Queue Permanent Image Cleanup, the PDF Generator stopped responding. (SPR00066282)

Database Validation Failed at Runtime

When using the Oracle 11g driver, database validation failed at runtime and attempts to perform a database lookup against the default EMP tables produced errors. (SPR00065645)

Writing Index Data of Varying Lengths Caused Error Message

An error message was caused by writing index data of varying lengths while using an Oracle database. (SPR00066937)

Database Export Connector Failed with Oracle Database

The Database Export Connector failed with Oracle database tables that had different owners or with single ownership and an error message was displayed.

Oracle database list tables were also displaying differently, which caused confusion. Usually the table list only showed the table but did not include the schema table format associated with that table name. (SPR00065888, SPR00066104, SPR00066112)

Remote Site Volume Synchronization Errors Occurred

On a remote site, recurring volume synchronization errors occurred. (SPR00057980)

Remote Sites Failed to Upload Batches

When republishing a batch class with multiple form types and no sample pages, the remote site failed to upload the batch. (SPR00048221)

Database Validation Multiple Match Window Had No Scroll Bar

In database validation, when using the multiple match window to resolve conflicts when more than one match was found in a lookup table, the window had no scroll bar. This caused compressed table columns and the values were truncated. (SPR00066387)

Account Lockout Policy Locked the SA Account with No Way to Unlock It

When using SQL Server as the database, it was possible to lock the SA user account with no way to unlock it and subsequent logins failed. This service pack prevents the problem from happening. If you are locked out prior to installing the service pack, contact Technical Support. (SPR00041024)

Administration Module Stopped Responding After High Performance Zone Tests

After assigning an Optical Mark Recognition (OMR) to an index field zone and then performing a zone test with the High Performance engine, the Administration module stopped responding. (SPR00057942)

PDF Generator Omitted Batch and Index Fields

Batch fields and document index fields were not output to PDF from the PDF Generator module. (SPR00057631)

Kofax Capture Network Server (KCNS) Uploads Were Slow with Oracle Database

KCNS synchronization took longer than usual when using an Oracle database. (SPR00057752)

Validation Module Failed

If an OCX was created with .NET and replaced the Index Fields panel in the Validation module, the Validation module failed and an error message was displayed. (SPR00058202)

When Using an Oracle Database, Document Security Settings Were Not Maintained

When using an Oracle database and setting up the Hummingbird release script, the document security settings on the Security tab were not saved correctly due to the script writing two semicolons in fields. If the release script setup was reopened, the correct settings were not loaded. (SPR00065848)

Kofax Capture Network Server (KCNS) Encountered Recurring Volume Synchronization Errors

Errors were reported from KCNS sites due to incorrectly applied volume data from a previous period. (SPR00065652)

Database Lookup Failed Against Database Tables with Mixed Ownership

When database tables had different owners, database lookup failed and an error message was displayed. (SPR00065255)

Views Option Not Available in Database Validation Properties "Validate against table"

The "Views" option was not available in the "Validate against table" list when configuring a batch class in the Database Validation Properties window. (SPR00058096)

Database Validation with Oracle Did Not Function

In the Administration module, setting up database validation using Oracle did not function. The column names were not polled, preventing the user from mapping fields to columns. Also, the database validation properties could not be saved. (SPR00058293)

Script Button Was Incorrectly Enabled for Form Identification Recognition Profile

In the Custom Forms and Identification Profiles window, if you edited the form identification recognition profile, the Script button was enabled even though the form identification type did not support scripts. An error message was displayed if the Script button was clicked. (SPR00065213)

Exported Copied Batch Classes Excluded .NET Validation Scripts

When a batch class was copied, pasted, and then exported, the CAB file was missing the .NET validation script. (SPR00049039)

Form Type Character Limit on Separator Sheet Was Truncated

The character limit for a form type is 32 characters but the Separator Sheet Utility truncated the form type to 22 characters. Although the text on the printed sheet remains truncated, the bar code now contains the 32 characters. (SPR00064874)

"Print All Forms" in the Separator Sheet Utility Did Not Work

In the Separator Sheet Utility, if Print All Forms was selected, and you wanted to print a separator sheet for every form type, the page displayed in the viewer was printed instead of the form type of the selected batch class. (SPR00057581)

Blank Page Delete Was Executed Prior to Fixed Page Separation

When using the blank page deletion feature in combination with fixed page separation, blank pages were deleted prior to the fixed page separation. Blank pages are now deleted after the fixed page separation. (SPR00029000)

To revert to the previous behavior:

1. Add the following line to the root level of the ACConfig.xml file:
   ```
   <IgnoreBlankPages>1</IgnoreBlankPages>
   ```
2. Restart the Scan module.

Out of Stack Space Exception Occurred in .NET Custom Module

When a custom module was created with C# using the CreateChildElement API, the image was imported as Rejected and an Out of StackSpace exception occurred. (SPR00058130, SPR00065059)

Batch Summary Report Sometimes Excluded Batches

When batches were released at a remote site after having been to the central site, they were excluded from the Report Viewer Batch Summary report that was generated at the central site. Only batches created and released at the same remote site were included in the report. (SPR00058094)

Report Viewer Didn't Run After Upgrade

When upgrading from Ascent Capture 7.5 to Kofax Capture 9.0, the upgraded Report Viewer issued an error when selecting a report in the Select Report window. (SPR00057021)

First Field of a Table Updated Using "AddTableRow" was Corrupted

When using the "AddTableRow" method to append (not insert) a row to a table, the contents of the first field in the table were corrupted when the user clicked in the new row. This occurred only when a validation script was associated with the document. (SPR00065043)

Remote Site Synchronization Timed Out After Repeated Synchronizations

Under certain conditions, remote sites timed out during synchronization and at the same time central site clients were not able to contact the Kofax Capture Service. (SPR00065045)

XML Import Failed on Batches with Folders or OriginalFileName Attribute

When using XML Import, some batches with folders (or where the OriginalFileName attribute was specified) could not be imported. Batches without these characteristics were imported as expected. After the fix, batches with folders or with the OriginalFileName attribute can be imported. (SPR00065053)

Fatal SQL Error if Batch Name Was Longer Than 32 Characters

A fatal database error resulted when all the following were true:

- A batch with multiple documents was scanned
- "Process documents as independent batches" was selected
- The batch names were longer than 32 characters

The fix for this issue increases the batch name character limit to 113. (SPR00065056)

Kofax Capture Network Service Services Stopped Responding

When multiple computers were running for extended periods, deadlocking occurred when one of the computers did not release the database lock. (SPR00065042)

Resolved Problems in Kofax Capture 8.0 Service Pack 5

This section describes problems resolved in Kofax Capture 8.0 Service Pack 5.

Sticky Field Did Not Retain Values

When you added a VB.NET script to a Document Class with a sticky field and ran a batch with multiple documents, the value in the sticky field was not retained throughout the batch.

This issue has been resolved. (SPR00042018)

When Creating New Batches, Could Not Enter Number of Pages Per Document

When the you tried to create a new batch in Batch Manager, the “Pages per document” box was unavailable.

This issue has been resolved. (SPR00042424)

Adding an Existing Custom Module Deleted User and Group Access

When an existing custom module was added again, that module was removed from all User Profile Users and Groups. There was no message indicating that the custom module was no longer assigned to a User Profile.

This issue has been resolved. (SPR00047341)

Unable to Set Batch Class Name with Custom Module API

When you created a batch class in a custom module using the Custom Module API, and then tried to manually access the batch class's properties, the module unexpectedly terminated. This was caused by the absence of a batch name record.

This issue has been resolved. (SPR00047559)

When Database Connection Was Not Available, Release Script Stopped Responding

If the database connection was not available when running as a service, the release script stopped responding. The service had to be manually restarted.

This issue has been resolved. (SPR00047591)

Pages in Batch Contents Tree Were Not Selected During Validation

During validation, the page that corresponded to index fields was not selected in the batch contents tree when those pages were out of view due to scrolling.

This issue has been resolved. (SPR00047726)

Start and End Time for Batch Statistics and Batch Logs Did Not Match

The StatsBatchModule entries for StartDateTime and EndDateTime were intermittently off by one second when compared with similar data in the Deleted Batches Log and the BatchHistoryEntry elements.

This issue has been resolved. (SPR00047738)

Switching Between Recognition Engines Caused Slowdown

If you defined two batch classes, each with Form ID Zones, and one was set to Kofax Advanced OCR Zonal and the other set to High Performance OCR, slowdown occurred when Kofax Capture switched batch processing between the two batch classes.

This issue has been resolved. (SPR00047835)

KCN Server Was Hanging Intermittently During Failovers

The Kofax Capture Network Server (KCNS) was hanging intermittently when the SQL 2005 Cluster performed failover transfers.

This issue has been resolved. (SPR00048273)

Switching Users in Windows Vista with Standalone License Caused Errors

In Windows Vista, when using a standalone license and installing modules as services, switching users produced licensing errors.

This issue has been resolved. (SPR00048488, SPR00048835)

Performance Problems in Scan Module Between Batch Close and Open Batch Dialog Box

In the Scan module, during high volume batch processing with User Profiles enabled, a performance problem was experienced after a batch closed and before the "Open Batch" dialog box opened.

This issue has been resolved. (SPR00049210)

Custom Filename Based on Index Field Did Not Work

The option "Custom filename based on an index field" did not work if the "Release OCR and PDF files into separate directories" option was selected. The PDF file maintained the standard hexadecimal file naming convention instead of basing its name on the selected index field.

This issue has been resolved. (SPR00049238)

Deployment Utility Caused License Error

If you ran the Deployment Utility (ACDeploy.exe) after installing Service Pack 4, it caused a license error.

This issue has been resolved. (SPR00049901)

Using Citrix and SecurityBoost at the Same Time Caused Errors

Using multiple instances of any Kofax Capture program in a Citrix environment with SecurityBoost enabled caused an error indicating that only one instance was allowed.

This issue has been resolved. (SPR00050641)

Rotating an Image Caused Unintended Setting Change

When scanning on a flatbed scanner using the Letter page size, after rotating an image, subsequent flatbed scanning was automatically set to the Maximum page size.

This issue has been fixed. (SPR00051073)

Software License Did Not Check for All Available MAC Addresses on Activation

When activating a software license on workstations with more than one network connection, the license service did not scan all Network Interface Cards (NICs) on a computer for the desired MAC address. This sometimes produced problems with licensing.

This issue has been resolved. (SPR00051479)

Bar Code Separation Failed Intermittently with Kofax Capture 8 Service Pack 4

After upgrading to Kofax Capture 8 Service Pack 4, bar code separation intermittently failed and the Recognition Server had to be restarted.

This issue has been resolved. (SPR00051567)

Scanning Error If EFS and SecurityBoost Were Enabled

An error occurred when the batch class image folder was encrypted with Microsoft EFS, SecurityBoost was enabled, and a non-SecurityBoost user attempted to scan images.

This issue has been resolved. (SPR00051625)

Error Message Occurred After Deleting a Batch with User Tracking Enabled

If User Tracking was enabled and you deleted a batch in the Scan module, an error message sometimes occurred when you exited the program.

This issue has been resolved. (SPR00051656)

KCNS Volume Errors Were Reported

When Kofax Capture Network Server (KCNS) remote sites synchronized with the central site, volume errors were reported.

This issue has been resolved. (SPR00052461)

If .NET Validation Script Not Loaded, Index Fields Panel Failed to Display

When a .NET Validation Script failed to load during Validation, the Validation module did not display the Index Fields Panel, and did not produce an exception.

This issue has been resolved. (SPR00052897)

"ACStatsRole" Lost Certain Permissions on "viewStatsSession"

After upgrading to any Kofax Capture service pack, the "ACStatsRole" SQL user role lost SELECT permissions on "viewStatsSession."

This issue has been resolved. (SPR00053265)

Recognition Server Was Hanging Under Specific Conditions

The Recognition Server was hanging intermittently when a batch class specified the Xtrata Server and used a recognition script and "Light Thicken" image cleanup.

This issue has been resolved. (SPR00053382)

Mismatch of Endorser Values

When scanning in duplex mode and using separator sheets, the printed endorser value on the first document in a batch was not the same as the on-screen value.

This issue has been resolved. (SPR00053287)

Index Fields Not Set Correctly After Copying and Pasting a Batch Class

When a batch class was copied and pasted in the Administration module, index fields were not always set correctly during batch processing.

This issue has been resolved. (SPR00053846)

Unable to Process a Color Type 3 of 9 Bar Code

Kofax Capture was unable to process a color type 3 of 9 bar code.

This issue has been resolved. (SPR00053871)

Bar Code Recognition Was Not Successful Under Certain Conditions

When importing PDFs with form type properties set to use page level bar code recognition and the batch import options set to treat imported PDFs as TIFFs, Kofax Capture was not successfully populating index fields and was also incorrectly requiring a hardware enhanced bar code license.

This issue has been resolved. (SPR00053902, SPR00050201)

Conversion to Software License Caused Errors

Errors and an invalid license decrement were occurring after you converted to a software-based license or to an annual volume license.

This issue has been resolved. (SPR00054486, SPR00052461)

Access to Restricted Batches Was Allowed

Kofax Transformation Modules Validation allowed you to process a restricted batch when SecurityBoost had been enabled for the database and the SecurityBoost user or group account belonged to a linked group that had rights to the restricted batch class.

This issue has been resolved. (SPR00056200, SPR00054200)

Error Caused by Long Index Field Data

When using an Oracle database and the recognized data in an index field was too long, an error occurred.

This issue has been resolved. (SPR00056305)

Maximum Recognition Confidence Value Was Only 99%

Even though Form ID text matched search text, the maximum recognition confidence value was only 99%. When matches are exact, it now reports 100%. (SPR00056471)

Additional Resources

This section provides information about additional resources.

Related Documentation

These service pack notes are a supplement to the following Kofax Capture documentation:

- *Kofax Capture Developer's Guide*
- *Kofax Capture API Reference Guide*
- *Kofax Capture Online Help*
- *Kofax Capture Getting Started Guide*
- *Kofax Capture Installation Guide*

Your Kofax Capture documentation is available in your software package and from the Kofax Web site.

Training

Kofax offers both classroom and computer-based training that will help you make the most of your Kofax Capture solution. Visit the Kofax Web site at www.kofax.com for complete details about the available training options and schedules.

Technical Assistance for Your Kofax Product

Support for your Kofax product is provided by your primary application support provider, which is specified as part of the maintenance agreement associated with your purchase. Please contact your Kofax application support provider for technical assistance.

For more information about your product, visit the Kofax Support pages at www.kofax.com for:

- Product information and release news
- Access to the Kofax Knowledgebase
- Access to the online Case Management System (for eligible customers)
- Downloadable product documentation

Before contacting your Kofax application support provider, please gather the following information where applicable:

- Product name, version, and serial number
- Log files
- Product license
- Exact error message(s)
- Reproduction scenario