

# Ascent Capture® 7.0 Service Pack 3 Notes

10001607-000

## Additional Documentation

The Ascent Capture 7.0 Service Pack 3 notes supplement the Ascent Capture 7.0 release notes.

## Important Information About Ascent Capture 7.0 Service Pack 3 Notes

The Ascent Capture 7.0 Service Pack 3 is a cumulative package and contains all features and problem resolutions from the previous Service Packs. Therefore, Ascent Capture 7.0 Service Pack 3 will also contain information from Service Pack 1, Service Pack 2, and Service Pack 2 Patch.

## Resolved Problems

This section contains information about issues that you can resolve by installing Ascent Capture 7.0 Service Pack 3.

### Database Utility (DBUtil.exe)

You can now successfully open the Database Utility (DBUtil.exe) while an Ascent Capture module is running. In the previous release, an error message similar to the following would display when you attempted to open the Database Utility while running an Ascent Capture module or running an Ascent Capture application as a service. (SPR 00018738)

Unable to open the Batch Catalog database.

Error: 4058 – Unable to establish an exclusive connection with the source database.  
Please ensure no Ascent Capture applications or services are running.

### Using Patch Code Separation or Fixed Page Separation

You can now successfully use patch code or fixed page separation in the Validation module. Prior to this release, when patch code or fixed page separation was used in the Validation module, you would receive the following error message. (SPRs 00023817 and 00024138)

Database field type mismatch.

The batch would be routed to the Quality Control module. Note that each rejected image should be marked with a red "X." However, when you opened the batch in the Quality Control module, a red "X" would **not** display in the Batch Contents tree view next to any of the images. When you processed the batch again, the batch would release successfully.

### Defining Index Fields on Sample Pages

A problem with defining index zones solely on the second sample page has been resolved. In the previous release, you would need to define index zones on the first *and* second sample pages. If you only defined index zones on the second sample page and not the first, the data from the zones would simply be ignored at data capture time. (SPR 00019057)

## Ascent Advanced Forms Extraction Module

You can now successfully process batches through the Ascent Advanced Forms Extraction module. In the previous release, a conflict developed when Ascent Capture 7.0 Service Pack was installed while a batch was listed with a status of “In Progress” in the Batch Manager module and the batch class definition for the batch specified the Ascent Advanced Forms Extraction module. When the Service Pack installation was complete and the batch was routed to the Ascent Advanced Forms Extraction module, the following error message would display on the workstation. (SPR 00023674)

Module report schema mismatch error.

Note that the problem was introduced with the Ascent Capture 7.0 Service Pack 2. The problem occurred because the Service Pack installation did not remove DTD files from the Ascent local folder.

## Match Column

A problem has been resolved that caused the Validation module to display an error message when the outcome from the database lookup resulted in only the Match column. Prior to this release, when the “Auto-fill index fields from results” check box was not enabled on the Database Validation Properties dialog box or when the only index field in the “Index Field to Auto-Fill” column was mapped to the “Match column” list box, the database validation would fail and the Validation module would display the following error message. (SPRs 00024373 and 00024408)

DBLMgr: Length cannot be less than zero.  
Parameter name: Length.

Note that this problem was introduced with the Ascent Capture 7.0 Service Pack 2 Patch installation.

## Remote Synchronization Agent (RSA)

The Remote Synchronization Agent (RSA) will no longer download the Ascent Capture 7.0 Service Pack each time the remote sites synchronize. Prior to this release, when the Service Pack was run at the remote site, the Service Pack file’s date and time stamp was automatically changed at the remote site. As a result, each time the remote site synchronized with the central site, the Service Pack would also be downloaded. (SPR 00024561)

## Service Pack Installation Created TMP File

The Ascent Capture 7.0 Service Pack installation will no longer create a TMP file on client workstations. In the previous release, when you installed the Ascent Capture 7.0 Service Pack from the Ascent Capture Server’s AscentSV folder, the installation would create a 25 Mbyte TMP file on the client workstation. During the installation, you were also prompted to restart the workstation. (SPR 00024584)

## Processing eDocuments

A remote site can now successfully download and process a batch that contains eDocuments. The problem only occurred when a batch was processed at a site other than the batch creation site. In the previous release, an error message similar to the following would display when the remote site attempted to process the batch. (SPR 00024430)

Cannot find path "\\Computername\shared\0000xxx\xxx.doc".

### VRS QC Later

You can now successfully use VRS QC Later. In the previous release, when you processed a batch with patch code separation enabled and VRS identified an image as unacceptable, you would receive an error message similar to the following when you attempted to adjust the rejected image using VRS QC Later. (SPRs 00019071 and 00025186)

An error occurred while importing the file "C:\Ascent\images\0000000D\200\1.tif", Not Capable.

### Importing XML

Blank batch fields that are not required will no longer be replaced with a "???" string when the custom module imports the XML. In the previous release, when you viewed the properties of the batch in the Batch Manager module, you would notice that the blank field would display with the "???" string. (SPR 00024804)

## Problems Resolved in Ascent Capture 7.0 Service Pack 2 Patch

The following section contains information about issues that were resolved by installing Service Pack 2 Patch. Note that Ascent Capture 7.0 Service Pack 3 is a cumulative package and will also contain the information from Ascent Capture 7.0 Service Pack 2 Patch.

### Changing From the Batch Editing Mode to the Data Entry Mode

You can now successfully change from Batch Editing mode to Data Entry mode in the Validation module. Prior to this release, when you selected the Batch Editing mode, split a document into two documents, and then changed to the Data Entry mode, you would receive the following error message when you attempted to validate the documents. (SPRs 00022330 and 00024137)

Warning: Database field type mismatch.

### Release Performance

A problem has been resolved that caused the Release module in Ascent Capture 7.0 to be slower than Ascent Capture 6.1. Prior to this release, the Release module would run 27% slower than the previous version. (SPRs 00017760 and 00024565)

### Processing a Large Number of Batches

You can now successfully process a large number of batches through the Release module using a standard release script. In the previous release, the Release module would experience a memory leak when processing a large number of batches on a dual processor system. As a result, the Release module would display error messages similar to the following and all the batches would be routed to the Quality Control module. (SPRs 00024916, 00022633, 00022937, and 00024296)

Image Conversion Error: 80020009 C:\temp\000BABD2. (MultiTiff File: Cannot Load Storage/Document Filters).

Image Conversion Error: 80020009 C:\temp\000BABD4. (Not Capable).

### Database Validation

Ascent Capture will no longer use the default schema for the database owner (dbo) name during database validation. Prior to this release, the "User name" specified on the Database Validation

Properties dialog box would simply be omitted in the database validation queries and the default schema of dbo would be applied. Consequently, when a database validation was performed and the database did not use dbo as the database owner, an error message similar to the following would display in the Validation module. (SPRs 00020851, 00023060, 00023942, and 00024297)

9020 DBLMGR: Error (42s02) Oracle ODBC ORA ORA-00942: Table or view does not exist.

### Prompt for User Login On Each Document

When using the database validation feature to look up information in an Oracle database, you will no longer be required to enter your Oracle login information (user name and password) on each document in the batch. You will be required to enter your login information for the batch. In the previous release, when database validation was performed on the first document, you would be required to enter your login information twice. Then, you would be required to enter the login information once again for each subsequent document in the batch.

(SPRs 00023232, 00023236, 00023944, and 00024298)

The problem occurred because the Ascent Capture Internet Server (ACI Server) opened and closed the connection after each request.

### -PollDir Command Line Option

You can now successfully run the XML Auto-Import module as a service when using a Universal Naming Convention (UNC) path for the polling directory. Prior to this release, if you specified the XML Auto-Import polling directory (-PollDir command line option) with a UNC path, you would receive the following error message. (SPRs 00018315, 00023150, 00023948, and 00024301)

Illegal file name (1.tif).

### Multiple Matches in Database Validation

The Multiple Matches Found dialog box will now properly display the list of records matching the database lookup in the correct columns. Prior to this release, when a database lookup resulted in multiple matches, the first column would have the correct heading; however, the data would be populated with the data from the second column. (SPRs 00018124, 00023246, 00023947, and 00024300)

## Problems Resolved in Ascent Capture 7.0 Service Pack 2

The following section contains information about issues that were resolved by installing Service Pack 2. Note that Ascent Capture 7.0 Service Pack 3 is a cumulative package and will also contain the information from Ascent Capture 7.0 Service Pack 2.

### RejectAndSkipDocument Value

You can now successfully use the RejectAndSkipDocument return code with the KfxDocPreProcess, KfxDocPostProcess, PreFieldName, and PostFieldName functions in your validation scripts. Prior to this release, the code rejected the active document correctly; however, it did not advance to the next document. The batch would be routed to the Quality Control module. (SPR 00018128)

### Ascent Capture Internet Server

A problem with the Ascent Capture Internet Server has been resolved. In the previous release, when the Web Server sustained high network traffic and/or resource usage, the Ascent Capture

Internet Server would delete batches, even though the batches were not marked for deletion. (SPRs 00018301, 00018382, and 00020208)

### **Kofax PDF Generator Module Increases Page Size**

The Kofax PDF Generator module will no longer increase the page dimensions on scanned documents. Prior to this release, if you attempted to scan multipage images that are not all the same dimension, the Kofax PDF Generator module would attempt to stretch the image to be equivalent in size to that of the page. Therefore the output image would not match the dimensions of the original scanned image. For instance, if you scanned in a 200 x 200 dpi image, the Kofax PDF Generator would change the dimensions to 2338 x 1648. (SPRs 00017801 and 00019047)

### **Auto-folding and Sticky Attribute**

Index fields specified with the sticky attribute will now retain the value when auto-folding is enabled. Prior to this release, if you selected auto-folding to go into effect before the Validation module, the value of the index fields would not be carried over to the next document in the batch. (SPRs 00019093 and 00019702)

### **Softbridge Basic Language (SBL)**

You can now successfully create documents that have a large number of index fields using the same document class. In the previous release, a conflict occurred between the Softbridge Basic Language (SBL) script variable and the modified index fields, which caused the Validation module to overwrite some index fields. The conflict started when the Validation module processed the eleventh document in the batch. The index fields for this document would be cleared, and the first document would be populated with the return values from the eleventh document. (SPRs 00018963 and 00019703)

### **Ascent Capture 7.0 Service Pack 1**

When you install the Ascent Capture 7.0 Service Pack 1 on an existing Ascent Capture Internet Server at the central site, the remote sites will now be able to download the Service Pack. In the previous release, the Service Pack installer was not copied to the Ascent folder for the remote sites to download. (SPR 00019955)

### **Uninstalling Ascent Capture**

The Add or Remove Programs utility from the Windows Control Panel will now successfully uninstall all the Ascent Capture files, including the Ascent Capture Service Pack files. After uninstalling in the previous release, the following Ascent Capture 7.0 Service Pack 1 files would remain in the Ascent Capture installation folder. (SPR 00020009)

AscentCapture7\_0\_Changes\_SP1. txt  
AscentCapture7\_0\_Rel Notes\_SP1. pdf

### **Recognition Server Module and SecurityBoost**

You can now successfully process batches through the Recognition Server module with the SecurityBoost feature enabled. Prior to this release, when SecurityBoost was enabled and you attempted to process a batch through the Recognition Server module, the module would only process the first page in the batch and then it would stop responding. (SPRs 00017558 and 00020202)

## Processing Batches With Folders Through the Custom Module

The custom processing modules can now successfully release batches that contain folders. In the previous release, if you attempted to process a batch that contained folders, you would receive the following error message when you opened the batch in the Validation module. (SPRs 00017846 and 00020204)

Unable to open batch.

The batch would be routed to the Quality Control module where you would receive the error message again. Note that if you attempted to delete the batch, you would receive an error message similar to the following:

Fatal database error – Can't delete or change record. Since related records exist in table DELETE statement conflicted with COLUMN REFERENCE constraint 'BatchFolderBatchIDForeign'. The conflict occurred in database 'WorkOrder', table 'BatchFolder', column 'BatchID'. The statement has been terminated.

## Creating Folders in Scan Module

You can now successfully create a second-level folder hierarchy from the Batch Contents panel in the Scan module. Prior to this release, when you attempted to create a second-level folder hierarchy for your documents, you would receive Ascent Capture Scan Application errors and the Scan module would close. (SPRs 00017857 and 00020205)

## Validation Module

The Validation module can now successfully process documents that contain a large number of index fields associated with the same document class. In the previous release, the Validation module would populate the index field values with the return values from the document that was previously saved. (SPRs 00018448 and 00020209)

## Ascent Capture 6.1 Batch Classes

Batch classes created in version 6.1 of Ascent Capture and stored in a Microsoft SQL Server database will now import into version 7.0 of Ascent Capture. In the previous release, if you attempted to import a batch class that was created in the preceding version of Ascent Capture, you would receive the following error message. (SPRs 00017815 and 00020203)

KdoLib: Error executing SQL command. Cannot insert the value NULL into column 'Algorithm' table 'ACSystem.dbo.GroupIndexZone'; column does not allow nulls. Insert fails. (515)

The problem occurred because a numeric field was exported as an empty string into the Ascent Capture 6.1 cab file.

## Folders

Batches created with the auto-folding process and managed in a Microsoft SQL Server database will now successfully release. Prior to this release, when you attempted to release a batch with auto-folding enabled, you would receive an error message, and the batch would only be partially removed. (SPRs 00019971 and 00020218)

However, if you attempted to publish the batch class again or delete the batch, you would receive an error message similar to the following:

Fatal database error – Can't delete or change record. Since related records exist in table DELETE statement conflicted with COLUMN REFERENCE constraint 'BatchDocumentPartialRelSetupIDForeign'. The conflict occurred in database 'SPR17719',

table 'BatchDocumentPartialRel', column 'RelSetupID'. This statement has been terminated. (547)

### Standalone Separator Sheets

Ascent Capture will no longer delete the page immediately following the separator sheet when performing duplex scanning. In the previous release, a conflict occurred between Ascent Capture and VRS, which caused both applications to delete pages. When a separator sheet was encountered, VRS would delete the blank separator sheet in the batch. The conflict developed when VRS could not return the number of pages it deleted to Ascent Capture. Consequently, Ascent Capture would delete the next scanned page. (SPRs 00017149 and 00020378)

---

**Note** Before you can take advantage of this fix, you must install version 4.1 of the VRS product *or* download the VRS 4.0 Service Pack 1 files from the Kofax Support Web pages.

---

### Table Fields

The Ascent Capture Internet Server remote sites can now successfully download batches that contain the table field. Prior to this release, when a remote client attempted to download a batch that contained the table field, an error message similar to the following would display. (SPRs 00020304 and 00020459)

Error receiving batches: -(2147218304) [3200] KdoLib: Can't delete or change record. Since related records exist in table INSERT statement conflicted with COLUMN FOREIGN KEY constraint 'IndexFieldTableDefIDForeign'. The conflict occurred in database 'ACSystem', table 'TableDef', column 'TableDefID'.

### Split Document and Insert Page

A problem with splitting documents or inserting new pages in the Scan module has been resolved. Prior to this release, the Scan module would place a document that was split into two documents at the beginning of the list on the Batch Contents panel. Note that when you insert a new page, the Scan module would also place this new page at the beginning of the list. (SPRs 00017865 and 00020518)

### Ampersand (&) Character

The Validation module can now successfully perform a database validation on fields that contain an ampersand (&) character. In the previous release, this module would display the following error message when it encountered an ampersand character. (SPRs 00018434 and 00020519)

Error: (31037) Whitespace is not allowed at the location.

### Registered Custom Modules and Remote Site Profiles

The remote site can now successfully run the custom module software at only the central site. With this configuration, the remote site profile is configured to run the custom module at the central site. Only the central site is required to install and register the custom module. Prior to this release, the custom module would display at the remote workstation in the list of Selected Queues on the Batch Class Properties dialog box. Ascent Capture would then display an error message that required the remote site to install and register the custom module software. (SPRs 00019705 and 00020645)



## Resolution Settings

The Kofax PDF Generator module no longer attempts to crop images with unusual resolution settings. In the previous release, if you specified an unusual resolution setting for the image (for example, 198 dpi), the Kofax PDF Generator module would crop the lower-part of the image. (SPR 00020781)

## First Image in PDF Document

The Kofax PDF Generator module no longer changes the size of the first image to match that of the second image when creating a PDF document. Prior to this release, if the second image was smaller than the first, the Kofax PDF Generator module would attempt to crop the first image. However, if the second image was larger than the first, the module would then add white space to the first image. (SPRs 00020594 and 00020825)

## Ascent Capture Services With Linked Windows User Account

Ascent Capture now allows you to have a linked Windows User Account when running the unattended modules as a service. Prior to this release, you could only use the standard Ascent Capture User Profile account. (SPRs 00020671 and 00020865)

Note that this problem was introduced with the Ascent Capture 7.0 Service Pack 1 installation.

## Custom Modules

The custom processing modules no longer experience problems while importing a large number of documents with the Microsoft SQL Server database. In the previous release, the custom processing modules would experience a memory leak when importing documents. As a result, several "Out of Memory" error messages would display on the workstation. (SPRs 00021123 and 00021341)

## Auto-folding

The auto-folding process can now successfully populate folders with document index field values that contain 5,000 characters or less. Prior to this release, this process could only copy the first 255 characters of the index field values. The remaining characters would simply be truncated. (SPRs 00018668 and 00020212)

## Database Validation

The Validation module will no longer display an error message when it attempts to do a database validation on null values. Prior to this release, when a database lookup was performed on null values, the Validation module would display the following error message. (SPRs 00020047 and 00021386)

9020 DBLMGR: Specified Case is not valid. -2146233088.

## Ascent Capture Email Import Service

The Ascent Capture Email Import Service (ACEI Service) can now successfully release an attached document with its correct file name. In the previous release, the Email Import Service used the 8.3 standard format for file names. Therefore, if the file name contained more than 8 characters, the remaining characters would simply be truncated. For instance, an attachment with the file name of SampleDocument.doc would be processed as Sample~1.doc. (SPRs 00021287 and 00021421)



Note that the ACEI Service should be installed prior to applying the Ascent Capture 7.0 Service Pack.

### Insert New Page in Scan Module

A problem with inserting new pages in the Scan module has been resolved. Prior to this release, when inserting a new page into a document, the Scan module appeared to insert it after the selected page. However, when the view was refreshed, the new page would appear at the end of the list. When the batch was released, the new page was released as the last page. (SPRs 00022368 and 00022399)

### Recognition Server Module

A problem with the Recognition Server module has been resolved. In the previous release, the Recognition Server module would experience performance problems when publishing 120+ batches. (SPRs 00022283 and 00022401)

### Ascent Capture Internet Server Error

A problem with the regional settings conversion has been resolved. In the previous release, the following error message would display at the remote site when the batch was ready for the Ascent Capture Internet Server (ACI Server). (SPRs 00020297 and 00022547)

ACI SV: [4023] KdoLib: Unexpected variant type: 8. Please contact the central site administrator for assistance.

The problem occurred because the upload code format was not correctly set to the Universal date/time format. Note that this problem only occurred on remote workstations in different countries.

### Multiple Remote Synchronization Agents (RSA)

You can now successfully release batches running multiple Remote Synchronization Agents (RSA). Prior to this release, when one RSA client would attempt to upload batches to the central site, another RSA client would notify the central site that the batch had been deleted from the remote site. (SPRs 00022339 and 00022548)

### Reading Page-level Bar Codes at Scan Time

Page-level bar codes are now processed at scan time even when the automatic recognition technique is used (for example, Kofax Advanced OCR, bar code recognition, or others). (SPRs 00017901 and 00022347)

Note that in order for page-level bar codes to be recognized in the Scan module rather than the Recognition Server module, the following requirements must be met:

- 1 There must be only one form type in the batch class.
- 2 There must be only one bar code recognition profile used for page-level zones and separator zones.

### Visual FoxPro Database

You can now successfully perform database validations with an ODBC data source accessing the Visual FoxPro database. Prior to this release, database validation did not occur with a Visual FoxPro database. The problem occurred because the code format was not correctly set for the table

and column names. The Visual FoxPro database expected single quotation marks (") around the names instead of double quotation marks ("). (SPRs 00022543 and 00022980)

---

**Note** Before you can take advantage of this fix, you must open and resave the database validation settings for each of your document classes and then republish your batch classes.

---

## Problems Resolved in Ascent Capture 7.0 Service Pack 1

The following section contains information about issues that were resolved by installing the Ascent Capture 7.0 Service Pack 1. Note that Ascent Capture 7.0 Service Pack 3 is a cumulative package and will also contain the information from Ascent Capture 7.0 Service Pack 1.

### Open Batch Dialog Box

The Open Batch dialog box no longer takes a long time to display when you have a high number of batches in the queue. Prior to this release, if you processed 15,000 batches and attempted to open a batch from the Open Batch dialog box, the batch would have taken up to three minutes to open. (SPR 00015315)

### Kofax PDF Generator Module Increases Page Size

The Kofax PDF Generator module no longer increases the page dimensions on scanned documents that do not use an image cleanup profile. Prior to this release, the Kofax PDF Generator module would increase the page dimensions for the first page (for example, 8.6" x 11.01"). Therefore, when you opened the PDF document, you would notice that the first page was slightly larger than the rest of the pages. (SPRs 00016772 and 00017422)

### Transferring Batches to the Ascent Capture Internet Server 7.0

A problem with transferring batches from the remote configuration to the Ascent Capture Internet Server 7.0 when using the Microsoft Access database has been resolved. In the previous release, the transfer rate was 50% slower than in former Ascent Capture releases. (SPR 00016966)

Note that you will need to modify the ACIServer section in the *<Ascent Capture server files path>Config\ACConfig.xml* file. Add the following to the ACConfig file.

```
<ACIServer BatchUploadOption="0">
</ACIServer>
```

The Ascent Capture central site and remote sites must store batches in the Microsoft Access database (.mdb). Otherwise, the above configuration will not work. Note that if you use the Microsoft SQL Server database to store batches, the batches will be uploaded as an XML file.

### Switching the Ascent Capture Internet Server to Different Domains

You can now successfully switch Ascent Capture Internet Servers to different domains when User Tracking is enabled. Prior to this release, the standard Ascent Capture Internet Server had a problem storing the access rights when applying User Profiles to a different domain network. As a result, duplicate entries were created on the domain network and the following error message would display. (SPR 00017387)

ACGDSSI\W2182, 6.10.135, UserProfile.e.cpp, 169, Error Loading User Profile COM object: PFCapture.dll. Your batch catalog server or network may be down. Please contact your system administrator.

### Licensing Decremented Inaccurately

A problem has been resolved that caused the Scan/Import license and the Ascent Capture Internet Server license to incorrectly decrement the volume license count. Prior to this release, if you scanned or imported an image at the remote site, the Scan/Import license would be decremented by 1 and the Ascent Capture Internet Server license would also be decremented by 1. (SPR 00013875)

### Scanning Problems in Unattended Mode

If a paper jam occurs while you are scanning your batch in the unattended mode, Ascent Capture will not close the batch and the batch will remain in the Scan module. When the paper jam is corrected, you can then continue scanning or send the batch to the Quality Control module. In the previous release, the Scan module would simply close the batch with an incomplete number of pages and the batch would be routed to the next module for processing. (SPR 00006147)

### Database Validation Executed Twice

A problem has been resolved that caused the Validation module to do a second database validation. Prior to this release, when a database lookup was performed on the *PostFieldName* function, the script variables associated with the table did not refer to the correct table row. This caused the Validation module to process the validation script again and populate each row in the table with data from a preceding database lookup. (SPRs 00018201 and 00018244)

### Delete Row (CTRL+W) in Validation Module

You can now successfully delete a row in the Validation module and it will not populate the previous row with the data from the deleted row. Prior to this release, if you used the Field | Delete Row from the Validation module's menu bar or pressed the CTRL+W shortcut keys to delete data, the Validation module would delete the data. However, the Validation module would also populate the previous row with the data from the deleted row. Furthermore, if you attempted to delete a row that did not have any data, the Validation module would also delete the data in the previous row. (SPRs 00018226 and 00018358)

### Batch Limit Raised

You can now successfully process 20,000 batches in the Ascent Capture system. In the previous release, you had a limitation of 19,900 batches to process. (SPR 00018647)

Note that you will need to modify the ACConfig.xml file (usually in the Ascent Capture server files folder). Add the following to the ACConfig.xml file.

```
<ACConfig>
  <BusinessServices UseMaxBatchCount="1"/>
</ACConfig>
```

### Databases are Compressed

Databases are now automatically compressed each time a batch is closed. Prior to this release, a database was only compressed when a batch was processed in the Recognition Server and Validation modules. (SPR 00018651)

Note that you will need to modify the ACConfig.xml file (usually in the Ascent Capture server files folder). Add the following to the ACConfig.xml file.

```
<ACConfi g>
  <BusinessServices AlwaysCompactDBs=" 1" />
</ACConfi g>
```

## Index Group Zone

The Administration module will now successfully create the index group zones while exporting a batch class. In the previous release, if a user attempted to export a batch class that contained two or more index zones with at least one of the zones being a group index zone or OMR zone defined on the same sample page with identical coordinates, then the index group zones would not be created. (SPRs 00018945 and 00018947)

## Transferring Batches Between Sites

A problem has been resolved that caused the transfer of a batch to take significantly longer than the initial upload. In the previous release, there was a 500-millisecond delay for each page in a batch. (SPR 00017469)

## Custom Modules

The custom processing modules no longer have problems releasing a single batch to an XML file. In the previous release, the first batch would always release successfully; however, the second batch would fail to release to an XML file and would be routed to the Quality Control module. (SPR 00017553)

## OCR Directory

The remote site can now successfully send all the database validation requests to the OCR directory on the Ascent Capture Internet Server. Prior to this release, the Ascent Capture Internet Server would not copy all the files to the OCR directory. (SPR 00017595)

## Sample Custom Module

The XML portion in the sample custom module has been updated. Prior to this release, a SQL statement was used to replace missing index fields; however, it could not handle auto-numbering. The problem occurred when the number of run time fields was less than the number of defined fields for the document class. Ascent Capture would then attempt to create the missing fields, except the field creation process would fail. (SPR 00017673)

## Kofax PDF Generator Module Increase Image

A problem has been resolved that caused the Kofax PDF Generator module to increase the image size to that of the A4 standard size. Prior to this release, if you scanned in a document that was not quite the A4 standard size of 8.24" x 11.69" and routed the document through the Kofax PDF Generator module, the module would attempt to extend the size of the image to that of the standard page size. (SPR 00019047)

## Batch Creation is Slower Than Prior Version

A problem has been resolved that caused batch creation in Ascent Capture 7.0 to be slower than Ascent Capture 6.1. Prior to this release, batch creation in Ascent Capture 7.0 was reported to be 40% slower than the previous version. (SPRs 00018912 and 00018798)

### Releasing or Deleting a Batch with Folders

A problem has been resolved that caused records to be left behind on the workstation when releasing or deleting a batch that contained folders. Prior to this release, if you deleted or released a batch that contained folders, an error message would display and the batch would only be partially removed. (SPR 00017719)

### Errors in Validation Module

The Validation module has been updated. In the previous release, you may have received the following error messages when you processed a batch in the module. (SPRs 00019382 and 00018672)

Host processor exception error.

The instruction at 0x77fcda46 referenced memory at 0x090fc8d2. The memory could not be written.

### Recognition Server is Slower Than Prior Version

The Recognition server has been updated. Prior to this release, the Recognition server was reported to be slower than Ascent Capture 6.1. (SPR 00019589)

### Microsoft .NET Framework 2.0 Problems

You will no longer experience problems with Ascent Capture 7.0 with an installed version of the Microsoft .NET Framework 2.0 application. Prior to this release, Ascent Capture 7.0 could not run when the Microsoft .NET Framework 2.0 Beta application was installed. When you attempted to launch Ascent Capture, you would receive the following error message. (SPRs 00019649 and 00018818)

COM error: Index was outside the bounds of the array.

### Ascent Capture Modules Running as Services

Users with the User Profiles feature enabled can successfully open multiple versions of any Ascent Capture service on a Microsoft Windows 2000 Server or Microsoft Windows 2000 Professional workstation. Prior to this release, when the User Profiles feature was enabled, users could not open another Ascent Capture module and would receive the following error message. (SPRs 00019704 and 00018891)

Error loading User Profile COM object: PFCapture.dll. Your batch catalog server or network may be down. Please contact your system administrator. Permission denied.

Note that Ascent Capture does not support shared user profiles.

### GenerateDocumentUniqueID2 Method

The GenerateDocumentUniqueID2 batch object method will no longer return a value of 0 when used in a custom processing module. Prior to this release, the GenerateDocumentUniqueID2 always returned a value of 0 for the unique ID number. (SPRs 00020252 and 00018174)

### FindChildElementsByName Method

A problem has been resolved that caused a custom processing module to return an empty field when an index field was modified in the XML interface. In the previous release, the IndexField collection returned by the FindChildElementsByName method would be empty. (SPRs 00020253 and 00018763)

## Installing Ascent Capture 7.0 Service Pack 3

This section contains important notes that you should review before installing Ascent Capture 7.0 Service Pack 3.

### Important Note About Ascent Capture 7.0 Service Pack 3

The Ascent Capture 7.0 Service Pack 3 has been fully tested and certified with Ascent Capture 7.0. However, as with any Service Packs, we recommend that you install and test the Ascent Capture 7.0 Service Pack 3 in a development environment first before applying it to your production environment. Complete certified operating system requirements can be found in your *Installation Guide for Ascent Capture and Ascent Capture Internet Server* and Ascent Capture Release Notes.

### Important Note About the Installation

In order to install Ascent Capture 7.0 Service Pack 3, you must have full Windows administrator privileges.

The Ascent Capture 7.0 software must be installed prior to installing Ascent Capture 7.0 Service Pack 3. Refer to the *Installation Guide for Ascent Capture and Ascent Capture Internet Server* for information about installing Ascent Capture 7.0.

Refer to *Known Problems* on page 16 for more information about issues with Ascent Capture 7.0 Service Packs.

---

**Note** We recommend that you review the Ascent Capture 7.0 Release Notes before installing Ascent Capture 7.0 Service Pack 3, as they contain important information about Ascent Capture including known limitations, certification information, installation requirements, and Windows Service Pack issues.

---

### Close All Applications

Before installing the Ascent Capture 7.0 Service Pack 3, you must close all applications. This means that all of the Ascent Capture modules on every workstation must be closed, including the Ascent Capture Internet services, and any third party applications. Note the following:

- If the remote sites have any Ascent Capture services running, you must stop these services before installing the Ascent Capture 7.0 Service Pack 3. Note that the services must remain stopped until Ascent Capture 7.0 Service Pack 3 is installed.
- We recommend that you stop all Ascent Capture modules running as a service, including the Ascent Capture Licensing service (Ascent Capture Service), Recognition Server, and Ascent Capture Email Import Service (ACEI Service). The services must remain stopped until Ascent Capture 7.0 Service Pack 3 is installed.

### /NoVRS Option

If you have **one** of the following scanners, you must install using the /NoVRS option:

- Böwe Bell + Howell Copiscan 8000 VRS Series (8080, 8100, 8125)
- Fujitsu ScanRight 4097 VRS
- Fujitsu ScanRight 4099D VRS
- Ricoh IS450 VRS

Refer to the Ascent Capture 7.0 Release Notes for more information about the /NoVRS option or visit the Kofax Technical Support Web site.

### Installation Instructions for Ascent Capture 7.0 Service Pack 3

Use the following instructions to install the Ascent Capture 7.0 Service Pack 3.

---

**Note** When installing Ascent Capture 7.0 Service Pack 3, you must update the server first. 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.

---

#### ► To install Ascent Capture 7.0 Service Pack 3

- 1 Download Ascent Capture 7.0 Service Pack 3 from the Kofax Web site. The file that downloads is a self-extracting executable that contains Ascent Capture 7.0 Service Pack 3.
- 2 Run the executable file to install Ascent Capture 7.0 Service Pack 3.
- 3 Follow the instructions on your screen. When the installation is complete, a message will display that indicates Ascent Capture 7.0 Service Pack 3 was successfully installed.

Note that if you have Ascent Capture Internet Server (ACEI Server) installed, you must restart the service. Refer to *Known Problems* on page 16 for more information.

---

**Note** If you are performing a Service Pack install on an existing Ascent Capture Internet Server at the central site, the Service Pack will be made available to the remote sites via the Remote Synchronization Agent (RSA) upon completion of the installation. Note that the Service Pack installer will be located in the Ascent folder.

---

### Uninstalling Ascent Capture 7.0 Service Pack 3

This section contains important notes that you should review before uninstalling Ascent Capture 7.0 Service Pack 3.

Note that when you uninstall Ascent Capture 7.0 Service Pack 3, you are returning the workstation back to its original state before any Ascent Capture Service Packs were applied.

#### Administrative Privileges

In order to uninstall Ascent Capture 7.0 Service Pack 3, you must have full Windows administrative privileges.

### Uninstallation Instructions for Ascent Capture 7.0 Service Pack 3

Use the following instructions to uninstall the Ascent Capture 7.0 Service Pack 3.

#### ► To uninstall Ascent Capture 7.0 Service Pack 3

- 1 Start the uninstallation as follows:
  - For Microsoft Windows XP, select Start | All Programs | Ascent Capture 7.0 | Uninstall Service Pack 3.
  - For other operating systems, select Start | Programs | Ascent Capture 7.0 | Uninstall Service Pack 3.



- 2 Follow the instructions on the screen to uninstall the Ascent Capture 7.0 Service Pack 3.

---

**Note** Ascent Capture 7.0 Service Pack 3 is installed as a component of the Ascent Capture 7.0 program. Therefore, Ascent Capture 7.0 Service Pack 3 will not display in the list of installed programs in the Add or Remove Programs utility from the Windows Control Panel.

---

## Known Problems

This section contains important information about the Ascent Capture 7.0 Service Packs.

### Ascent Capture Email Import Service

After you install the Ascent Capture 7.0 Service Pack, you must restart the Ascent Capture Email Import Service manually (ACEI Service). (SPRs 00022550 and 00022703)

#### ► To start the ACEI Service

- 1 From the Windows Control Panel select Administrative Tools | Services.
- 2 When the Services utility starts, select the Ascent Capture Email Import Service.
- 3 Select Start Service.

Alternatively, you can reboot the Ascent Capture server if automatic startup is enabled for the ACEI Service.

### Ascent Xtrata 1.7

If you have installed Ascent Capture *and* Ascent Xtrata 1.7, you may experience problems with the OCR engine. The problem occurs because Ascent Capture keeps the OCR engine loaded, which conflicts with the Ascent Xtrata engine. Consequently, Ascent Xtrata will display the following error message. (SPRs 00022425 and 00022662)

The Ascent Capture Administration module is using the OCR engine required by Xtrata. Please restart the Administration module and try again.

**Workaround:** Select OK on the Ascent Capture – Xtrata Forms Setup dialog box and restart Ascent Capture Administration module. Ascent Xtrata will now run properly.

Note that this problem has been resolved in Ascent Capture 7.5.

### Ascent Capture 7.0 Service Pack

When the remote sites attempt to download the Ascent Capture 7.0 Service Pack from the central site, an error message will display and the Service Pack will not download. (SPR 00019478)

Error while synchronizing batch classes: (7) Error while transferring file (Ascent\AscentCapture\_ServicePack.exe) from server (Exception of type System.OutOfMemoryException was thrown.), Station ID: REMOTESPCLIENT (REMOTESPCLIENT).

**Workaround:** The problem occurs because there is a limited amount of virtual memory available. You will need to boost performance by increasing the physical memory and optimizing the virtual memory paging file in Windows. It is recommended that you select the “System managed size” option to allow Windows to determine the appropriate paging file size for your system. Refer to the Microsoft Web site for more information about the virtual memory paging file.

## Technical Support

For additional technical information about Kofax products, visit the Kofax Web site at [www.kofax.com](http://www.kofax.com) and select an appropriate option from the Support menu. The Kofax Support pages provide product-specific information, such as current revision levels, the latest drivers and software patches, online documentation and user manuals, updates to product release notes (if any), technical tips, and an extensive searchable knowledgebase.

The Kofax Web site also contains information that describes support options for Kofax products. Please review the site for details about the available support options.

If you need to contact Kofax Technical Support, please have the following information available:

- Ascent Capture software version
- Ascent Capture Internet Server software version
- Operating system and Service Pack version
- Network and client configuration
- Copies of your error log files
- Scanner make and model
- Scanner engine (board) type
- Special/custom configuration or integration information