

Kofax Capture 8.0 Service Pack 3 Notes

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The Kofax Capture 8.0 Service Pack 3 notes supplement the *Kofax Capture 8.0 Release Notes* and contain information about new features, resolved problems, known issues, uninstalling the service pack, and technical support.

Kofax Capture 8.0 Service Pack 3 is a cumulative package that contains features and problem resolutions provided with all previous Kofax Capture 8.0 Service Packs and Ascent Capture 7.5 Service Pack 7.

Problems Resolved in Kofax Capture 8.0 Service Pack 3

Log On Fails When Regional and Language Options Are Different

You could not successfully log on to Kofax Capture when the operating system, Kofax Capture, and locale were set to one language and “Standards and formats” (Control panel | Regional and Language Options | Regional Options | Standards and formats) was set to another language.

This issue has been resolved. (SPR 00041238, SPR 00042849)

Report Viewer Fails to Generate Reports

The Report Viewer did not generate reports when the system database was configured to use Oracle.

This issue has been resolved. (SPR 00041916)

Licensing Service Contains a Memory Leak

The Kofax Capture Licensing Service was leaking memory on the server which caused performance to degrade over time.

This issue has been resolved. (SPR 00039205)

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Log On Fails When Using a Linked Group User on IBM DB2

When the system database was configured to use IBM DB2 and you attempted to log in as a user from a linked group, the system displayed an “Access Denied” message.

This issue has been resolved. (SPR 00041854)

Large Kofax Transformation Modules (KTM) Batch Classes Failed to Transfer to Remote Sites

KTM batch classes or batches containing large files failed to successfully download to remote sites.

This issue has been resolved. (SPRs 00042421, 00042850)

Index Field Events in Validation Script Started When Document was Closed

When using a validation script, if an operator modified an index field's value during its KfxPostFieldName function call, the field's KfxPreFieldName and KfxPostFieldName function calls were both started a second time when you closed the document.

This issue has been resolved. (SPR 00038999)

Release Script Settings Were Cleared After Entering User Name or Password Exceeding 80 Characters after Encryption

Release Script settings were cleared and the Administration module terminated after entering a user name or password that exceeded 80 characters when encrypted.

This issue has been resolved. (SPR 00039878, 00042847)

Closing Validation Did Not Prompt Before Closing Batch

When you closed the Validation module, it did not prompt you before closing the batch even though the option to “Prompt before closing batch” was selected.

This issue has been resolved. (SPR 00031781)

Assigning a Concurrent License to a Remote Site Profile Generated an Error Message

If you attempted to assign a concurrent license to a remote site profile, an error message was generated indicating that a remote site license was required even though the remote site license was not required.

This issue has been resolved. (SPR 00042689)

When Two Users were Connected, an Enterprise License Error Message Was Generated

When two users were connected to a computer using Citrix terminal sessions, Windows XP fast switch, or Windows Vista, an error message reported that an Enterprise license was required. An Enterprise license was only required if more than two users are connected.

This issue has been resolved. (SPR 00042142)

The Administration Module Stopped Responding After Renaming a Copied Document Class

If you copy and paste a document class from the Document Class Tree View tab, and then renamed it, the Administration module stopped responding.

This issue has been resolved. (SPR 00039014)

PDF Document Information Did Not Display If Document or Batch Fields Were Selected

On the Document Class properties PDF tab, if you selected Batch Fields or Document Index Fields in the Title, Subject, Author, Keywords, Application, or PDF Producer boxes, the PDF Document Information did not display in the resulting PDF file.

This issue has been resolved. (SPRs 00039352, 00040120, 00042385)

Connecting to a Kofax Capture Network Server (KCNS) With Regional and Language Options Set to Turkish Generated Errors

If you set the KCNS operating system Regional and Language Options language to Turkish, and then connected to it from a remote server, an error message was generated.

This issue has been resolved. (SPRs 00029508, 00026287, 00043065)

Attempting to Monitor and Report on “queuebatchesWaitingCount” via a Simple Network Management Protocol (SNMP) Client Generated an Error

An error occurred when you attempted to monitor and report on the “queuebatchesWaitingCount” for Quality Control via an SNMP client.

This issue has been resolved. (SPR 00042682)

Navigating Between Documents in Validation Module Generated an Error

In the Validation module, navigating from a document with one of more hidden index fields generated an “Unexpected Exception” error.

This issue has been resolved. (SPR 00042008)

Active Directory Linked Users and Groups Generated an Error

If you enabled user profiles and attempted to link to a user or group belonging to a foreign trusted domain, an error message was sometimes generated in certain environments.

This issue has been resolved. (SPR 00042729)

Installing Kofax Capture 8.0 Service Pack 3

This section contains important notes that you should review before installing Kofax Capture 8.0 Service Pack 3.

Important Note About Kofax Capture 8.0 Service Pack 3

The Kofax Capture 8.0 Service Pack 3 has been fully tested and certified with Kofax Capture 8.0. However, as with any Service Pack, we recommend that you install and test Kofax Capture 8.0 Service Pack 3 in a development environment first before applying it to your production environment.

Note that 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.

Important Note About the Installation

In order to install Kofax Capture 8.0 Service Pack 3, you must have full Windows administrator privileges. The Kofax Capture 8.0 software must be installed prior to installing Kofax Capture 8.0 Service Pack 3.

Note We recommend that you review the *Kofax Capture 8.0 Release Notes* before installing Kofax Capture 8.0 Service Pack 3 as they contain important information about Kofax Capture, including known limitations, certification information, installation requirements, and Windows Service Pack issues.

Close All Applications

Before installing Kofax Capture 8.0 Service Pack 3, you must close all applications. This means that all of the Kofax Capture modules on every workstation must be closed, including the Kofax Capture Internet services, and any third-party applications. Note the following:

- If the remote sites have any Kofax Capture services running, you must stop these services before installing Kofax Capture 8.0 Service Pack 3. Note that the services must remain stopped until Kofax Capture 8.0 Service Pack 3 is installed.
- We recommend that you stop all Kofax Capture modules running as a service. The services must remain stopped until Kofax Capture 8.0 Service Pack 3 is installed.

Installation Instructions for Kofax Capture 8.0 Service Pack 3

Use the following instructions to install Kofax Capture 8.0 Service Pack 3.

Note When installing Kofax Capture 8.0 Service Pack 3, it is unnecessary to update all computers at the same time. When you install the Service Pack 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 Kofax Capture 8.0 Service Pack 3

- 1 Download Kofax Capture 8.0 Service Pack 3 from the Kofax Web site. The file that downloads is a self-extracting executable that contains Kofax Capture 8.0 Service Pack 3.

- 2 Run the executable file to install Kofax Capture 8.0 Service Pack 3.
- 3 Follow the instructions on your screen. When the installation is complete, a message will display that indicates Kofax Capture 8.0 Service Pack 3 was successfully installed.

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

Uninstalling Kofax Capture 8.0 Service Pack 3

This section contains important notes that you should review before uninstalling Kofax Capture 8.0 Service Pack 3.

Note that when you uninstall Kofax Capture 8.0 Service Pack 3, you are returning the workstation back to its original state before any Kofax Capture Service Packs were applied.

Administrative Privileges

In order to uninstall Kofax Capture 8.0 Service Pack 3, you must have full Windows administrative privileges.

Uninstallation Instructions for Kofax Capture 8.0 Service Pack 3

Use the following instructions to uninstall Kofax Capture 8.0 Service Pack 3.

► To uninstall Kofax Capture 8.0 Service Pack 3

- 1 Start the uninstallation as follows:
 - For Microsoft Windows XP, select Start | All Programs | Kofax Capture 8.0 | Uninstall Service Pack 3.
 - For other operating systems, select Start | Programs | Kofax Capture 8.0 | Uninstall Service Pack 3.
- 2 Follow the instructions on the screen to uninstall Kofax Capture 8.0 Service Pack 3.

Note Kofax Capture 8.0 Service Pack 3 is installed as a component of the Kofax Capture 8.0 program. Therefore, Kofax Capture 8.0 Service Pack 3 will not display in the list of installed programs in the Add or Remove Programs utility from the Windows Control Panel.

Problems Resolved in Kofax Capture 8.0 Service Pack 2

Kofax Capture Service Memory Leak Caused Running Modules to Stop Responding

The Kofax Capture Service was leaking virtual memory on the server. This affected the performance of running modules, causing them to stop responding.

This issue has been resolved. (SPR 00038770)

Batch Recovery Caused Running Modules to Stop Responding

Multiple running modules stopped responding when one or more batches needed to be recovered.

This issue has been resolved. (SPRs 00038747, 00040986)

Default Scanner Profile Did Not Load Automatically

If you created a scanner profile named "Default" it did not load automatically if no scanner profile existed with the same name as the batch class. This required you to manually load the Default scanner profile for each batch class.

The Default scanner profile now loads automatically if no scanner profile exists with the same name as the batch class. (SPRs 00039117, 00039230, 00039717)

Unable to Move Database to Oracle Using Database Utility

While attempting to move the current database to Oracle using the Database Utility, the following error message was displayed and the database could not be moved:

```
"VIEWSTATESESSION", "BATCHMODULEID": invalid identifier.
```

This issue has been resolved. (SPR 00040983)

Image Files Missing During Kofax Capture Network Server (KCNS) Disaster Recovery Batch Backup

When using the KCNS Disaster Recovery automatic back up process, image files were missing from the backed up batch CAB files.

This issue has been resolved. (SPR 00039116)

Error Message: Application Popup. Microsoft Visual C++ Runtime Error

When running the Remote Synchronization Agent (RSA) as a service on multiple workstations, the RSA service stopped periodically and produced an error, "Application Popup.Microsoft Visual C++ Runtime Error."

This issue has been resolved. (SPR 00038775)

VB .NET Validation Script "SaveAndSkip" Document Code

When using a VB. NET Validation script, the following code, e.SaveAndSkip = True, which is used to skip the document in the DocumentPreProcess event, did not work.

```
Private Sub testvalscript_DocumentPreProcessing(ByVal sender As Object, ByVal e
As Kofax.AscentCapture.Scripting.PreDocumentEventArgs) Handles
Me.DocumentPreProcessing

    e.SaveAndSkip = True

End Sub
```

This issue has been resolved. (SPR 00039151)

“Pages per document” Box Was Unavailable in the Create Batch Window When Switching Between Batch Classes

In Batch Manager, in the Create Batch window, the “Pages per document” box was unavailable when switching between batch class names in the Name list. If you selected a batch class in the list that was configured with “Kofax manual” in the Separation and Form Identification tab, the “Pages per document” box was correctly unavailable. If you subsequently selected a batch class in the list that was configured with “Kofax fixed pages” in the Separation and Form Identification tab, the “Pages per document” box was incorrectly unavailable.

This issue has been resolved. (SPR 00040364)

Custom Reports with Additional Parameters Caused Errors in Report Viewer

If a report was customized in Crystal Reports with additional parameters and then opened in Kofax Capture Report Viewer, an error message displayed that caused a Report Viewer failure.

This issue has been resolved. (SPR 00039439)

Validation Module “Prompt before closing batch” Option Failed to Display Confirmation Prompt

In the Validation module Options window, if you cleared the “Prompt before closing document” check box and selected the “Prompt before closing batch” check box, the confirmation prompt failed to display if you closed the Validation module without tabbing through the index fields.

This issue has been resolved. (SPR 00031781)

Validation Scripts for BatchLoading and BatchUnloading Events Ran Incorrectly with VB .NET

When executing Document Validation Scripts on a batch containing several documents, the BatchLoading and BatchUnloading events should have run once when the batch opened and once when the batch closed. Instead, these events ran each time a document within the batch was opened and closed.

This issue has been resolved. (SPRs 00040098, 00040991)

Linked Domain User and Group Access Rights Did Not Function Correctly

If you created a linked group with certain access rights, the users within that group were not able to open assigned modules and received the following message:

“You do not have access rights to this module.”

This issue has been resolved. (SPR 00039956)

Release Script Index Data Released Incorrect File Names When Using Index Based File Names

If you used the “File name based on index field” option in the Kofax Capture Text Release Script Setup Image Storage tab, the resulting release script index data contained incorrect file names. Instead of naming the file according to the selected index field, the temporary image file name was used. This made the index file unusable for further processing.

This issue has been resolved. (SPR 00039950)

Page Level Bar Code Was Not Read When VRS Blank Page Deletion Was Activated

When Delete Blank Page was activated in a VRS profile and you scanned a batch in duplex mode, the Page Level Bar Code recognition engine failed to locate the Kofax 3 of 9 Bar Code on a page following a separator sheet.

This issue has been resolved. (SPR 00034778)

Validating Documents with a VB .NET Validation Script Caused Errors with Saving

If you validated a document using a VB .NET validation script with a DocumentPostProcessing event, regardless of whether you selected “Yes” or “No” in the Kofax Capture Validation “Save data before closing document?” window, the data was saved.

Also, if you validated a document a second time, the Validation module failed to display the Kofax Capture Validation window and the document data was not saved.

This issue has been resolved. (SPRs 00039925, 00040098, 00040130, 00040989)

The Database System Administrator (SA) Account Locked Without a Recovery Method When the Database Account Lockout Policy was set to “On”

If you were using the Standard database in Kofax Capture Database Utility and had a database account lockout policy set to “On,” it was possible to lock the SA account with no method to unlock the account. In this case, the following message was reported by any Kofax Capture program:

```
"[4001] KdoLib: Error opening database. Login failed for user 'sa' because the account is currently locked out. The system administrator can unlock it."
```

Although the default lockout time is 30 minutes, if you set the lockout time to indefinite, then only the system administrator could reset the account lockout. Since the SA user is the only account in the database with ALTER permissions, there was no method to unlock the account and a database reinstallation was required.

This issue has been resolved. The password security policy is now disabled when the Standard database is used during installation or when patching the database. (SPR 00041024)

Kofax Capture Network (KCN) Service Randomly Stopped Responding

The KCN Service randomly stopped responding and logged error messages to the log file. This required the removal of the KCN service and then reinstallation to resolve the problem.

This issue has been resolved. (SPRs 00037604, 00041233)

Low Confidence Recognition Causes Central Batches to Stay in Kofax Capture Network Server (KCNS) Ready State with No Further Processing

When the Recognition module processed batches with low confidence level, central batches stayed in the KCNS ready state with no further processing and produced error messages.

The only way to remove the stuck batches was through the Support export batch utility.

This issue has been resolved. (SPR00031406)

Batches Were Lost When Linked Group Users Logged on to a Remote Site and Synchronized with the Central Site

At a central site, user profiles were activated and linked groups were added to the user profiles. The linked group contained users. A user of that group logged on to the remote site and created batches which appeared in the Batch Manager list. After synchronizing the remote site with the central site, the batches no longer appeared in the Batch Manager list. Any attempts to create new batches resulted in errors.

The batches appeared again in the Batch Manager list only after the Batch Manager was restarted.

This issue has been resolved. (SPR 00041297)

Activating and Using Security Boost Produced Errors in the PDF Generator, OCR Full Text, and Recognition Modules

For new Kofax Capture 8.0 installations and upgrades, if you activated Security Boost, the PDF Generator and OCR Full Text produced "Unknown exception" errors while the Recognition module produced "Image cleanup failed" errors.

This issue has been resolved. (SPR 00041402)

New Features in Kofax Capture 8.0 Service Pack 1

This section contains information about a new feature provided with Service Pack 1.

Administration Module Copy and Paste OCX Action Events

The Administration module copy and paste OCX action events for batch classes, document classes, form types, and folder classes now include the following OCX events (SPR 00035146):

```
KfxOcxEvent.KfxOcxEventBatchClassPaste
KfxOcxEvent.KfxOcxEventDocumentClassPaste
KfxOcxEvent.KfxOcxEventFolderClassPaste
KfxOcxEvent.KfxOcxEventFormTypePaste
```

An action event is sent for each object that has been pasted, including a child object. For example, when pasting a batch class with multiple document classes, form types, and folder classes, multiple events are activated.

The following demonstrates how to handle the events in the Setup OCX panel.

```
Public Function ActionEvent(ByVal nActionNumber As Short, ByRef vArgument As
Object, ByRef pnCancel As Short) As Short
    Select Case nActionNumber
        Case KfxOcxEvent.KfxOcxEventBatchClassPaste
            MsgBox("Batch Class pasted: " & vArgument.ToString())
        Case KfxOcxEvent.KfxOcxEventDocumentClassPaste
            MsgBox("Document Class pasted: " & vArgument.ToString())
        Case KfxOcxEvent.KfxOcxEventFolderClassPaste
            MsgBox("Folder Class pasted: " & vArgument.ToString())
        Case KfxOcxEvent.KfxOcxEventFormTypePaste
            MsgBox("Form Type pasted: " & vArgument.ToString())
        Case Else '*** Other values.
    End Select
End Function
```

Problems Resolved in Kofax Capture 8.0 Service Pack 1

High Performance Recognition Engine

Recognition profiles that use the Kofax High Performance Zonal engine fail to recognize and process zones in various scenarios.

This issue has been resolved. (SPRs 00036681, 00036747, 00037124, 00037444, 00038317, 00038319, 00038320)

Message Continually Written to Log File with Software-Based Licensing

When using software-based licensing, the following message is continually written to the log file causing the log file to grow very large:

```
"8053, The activation code does not have the correct signature."
```

This issue has been resolved. (SPR 00027997, 00038553)

Scan Module Changes Uncompressed Images to Compressed Images After Rotating

When uncompressed images are rotated in the Scan module, the image storage format changes the images to a compressed format such as Group 4 or TIF with JPEG compression. Rotating the image to its original state will not restore the uncompressed format.

This issue has been resolved. The Scan module retains the correct image compression format after rotation. (SPR 00036171, 00038554)

EndorsingString Property Returns an Empty String

The property EndorsingString in the Ascent Capture Module Type Library (used to develop a Custom Panel) is not filled with the value of the text that was endorsed/imprinted on the scanned page.

This issue has been resolved. The EndorsingString property returns the correct endorser string. (SPR 00035882)

INDICIUS Configuration Settings Are Cleared After Removing Any Batch Class Queue

After removing any queue from the batch class properties, configuration settings for any INDICIUS modules are cleared and no longer reference any files.

This issue has been resolved. INDICIUS configuration settings are not affected after removing any queue from the batch class properties. (SPR 00036935)

Appending .0000 to Currency Values Parsed to Text Using Database Validation

Database Validation appends .0000 to currency values in Kofax Capture index field results regardless of the Regional Settings option for number of digits after the decimal point. For example, a database currency value of "12345" converts to "12345.0000."

This issue has been resolved. Database Validation reports the correct currency values in Kofax Capture index field results based on the Regional Settings option. For example, if the Regional Settings option is set to 2 digits after the decimal point, the database currency value converts to "12345.00." (SPR 00034221)

Remote Database Validation Fails

When a Kofax Capture Network Server remote site attempts to connect to a database on the central site for Database Validation, the following Database Validation error was generated:

"DBLMgr: ACISV:Object reference not set to an instance of an object.Please contact the central site administrator for assistance."

This issue has been resolved. In addition, when specifying a folder at the Central site to be used as storage for the database validation files, note the following:

- Do not specify a mapped drive.
- Use only UNC or local paths. (SPR 00036896)

Cannot Publish a Batch Class When Regional Options Locale is Set to Bulgarian

When you set the operating system Regional Options locale to Bulgarian, the batch class cannot be published and an error message is generated.

This issue has been resolved. (SPR 00038585)

Release to Adobe PDF Does Not Add the .pdf File Extension to the File Name

When releasing to Adobe PDF file format, the released files are missing the "dot" in the file name extension (for example, samplepdf).

This issue has been resolved. The released Adobe PDFs include the "dot" in the file name extension (for example, sample.pdf). (SPR 00037905)

Access Rights Granted by Custom Workflow Agent Are Incorrect

After a database move to SQL Server 2000, batch access rights granted by a custom workflow agent are not correct. When a custom workflow agent is used to grant batch access rights and restrict a specific user from processing that batch in certain modules, the user continues to have access rights with no restrictions.

This issue has been resolved. (SPR 00035555)

The Custom Standard Module Does Not Run After Renaming

When the custom standard module is renamed, registered, and then added to the Batch class workflow, it does not run during processing of the published batch.

This issue has been resolved. After installing Kofax Capture 8.0 Service Pack 1, do the following:

- 1 Replace any registered copies of the custom standard module (CustomStandard.exe) with the updated version included with Service Pack 1.
- 2 Re-register each custom module with Kofax Capture. You can do this from the Administration module or by using the RegAscEx.exe command line utility. (SPR 00038042)

Problems Resolved in Ascent Capture 7.5 Service Pack 7

The Batch Contents Tree Does Not Display in Expanded Mode by Default for the Scan, Quality Control, Validation, and Verification Modules

In the Scan, Quality Control, Validation, and Verification modules, when loose pages are converted into a document, the resulting document displays in a collapsed format (a “+” sign is displayed next to the document icon.) As a result, the View | Expand Batch Contents Tree option must be set every time a batch is opened in any of these modules because the setting cannot be saved.

To resolve this issue, the setting for View | Expand Batch Contents Tree is now saved for the Scan, Quality Control, Validation, and Verification modules.

When you select this menu option, a check mark will display next to the menu item. By default, batches will open with all documents and folders expanded.

When you deselect this menu option, a check mark will not display next to the menu item. By default, batches will open with all documents and folders collapsed. (SPR 00025952)

Blank Pages are Created in the PDF When Using eDocs With the PDF Generator Module

eDocs are processed as blank PDF pages when performing Optical Character Recognition (OCR) on a document and storing the results in a PDF file.

To resolve this issue, a new option has been added to skip eDoc processing when performing OCR and prevent blank PDF pages within your document. To enable this option, add the following attribute to the ACConfig.xml file immediately before the closing tag (</ACConfig>):

```
<OCR_PDF_SkipProcessEDocs>1</OCR_PDF_SkipProcessEDocs>
```

(SPR 00026228)

Batch Routing Information is Not Saved Correctly in the Remote Site Profile

Batch Routing information that is stored in the Remote Site profile may return to the default setting when adding additional licensing or publishing a batch class.

This issue has been resolved. (SPR 00034966)

{Scan Operator's Station ID} Variable is Displayed When a Batch is Released

After a batch is released, the {Scan Operator's Station ID} variable string is displayed instead of the actual value when checking the value of the Batch Field (if the variable was assigned to the Batch Field.)

This issue has been resolved. The Batch Field now displays the actual value of the {Scan Operator's Station ID} variable. (SPR 00018199)

Barcodes Are Not Read on Color Images With “Use EBC if licensed” Enabled

If the “Use Enhanced Engine if Licensed” option for a barcode recognition profile is enabled and there is no EBC license present, then bar codes will not be read on color images.

With this service pack an update was made to Ascent Capture to check for the EBC License. In addition, resolution of this issue also requires installation of VRS 4.2. (SPR 00030825)

Challenge/Response Mechanism Produces Intermittent License Server Error Message

The License Server produces an intermittent, random error, “Invalid License Server Challenge.”

This issue has been resolved. (SPR 00035009)

Error Message: Error: ACISrvc, 0, ACISV: Specified cast is not valid

When a batch is sent back to the Remote site for processing (after it has gone through a module at the Central site and a second insert to StatsBatchModule is made) an error message may display referencing that the “Specified cast is not valid”.

The issue has been resolved. (SPR 00034555)

Report Viewer Batch Summary Reports Do Not Display Results When Running the Release Module as a Service

If the Release module is running as a service and you enable or disable user tracking in the Report Viewer, no tracking records are created unless you stop and restart the service.

The issue has been resolved. You can enable or disable user tracking in the Report Viewer and display results without stopping and restarting the Release module running as a service. (SPR 00031003)

Report Viewer Pages Scanned Report Returns Blank Values

In the Report Viewer Pages Scanned report, several rows under the Site Name and Station ID columns are missing data.

This issue has been resolved. Reports will now display “Unavailable” in place of blank rows of missing data. (SPR 00031312)

When the VRS Blank Page Deletion is Enabled, the Endorser Counter Value Does Not Increment Correctly

When the endorser feature and the VRS Blank Page Deletion option are both enabled, Ascent Capture does not increment the counter value properly. This causes physical pages to be endorsed with duplicate values.

To resolve this issue, install VRS 4.2. (SPR 00035209)

Technical Support

For additional technical information about Kofax products, visit the Kofax Web site at 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:

- Kofax Capture software version
- Kofax Capture Network 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.