

# **Kofax Capture** 8.0

## Service Pack 5 Notes



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## Introduction

The Kofax Capture 8.0 Service Pack 5 notes supplement the *Kofax Capture 8.0 Release Notes* and contain information about new features, resolved problems, known issues, removing the service pack, and technical support.

Kofax Capture 8.0 Service Pack 5 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.

## Resolved Problems in Kofax Capture 8 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. (SPR 00042018)

### 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. (SPR 00042424)

### 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. (SPR 00047341)

### 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. (SPR 00047559)

### 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. (SPR 00047591)

### 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. (SPR 00047726)

### **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. (SPR 00047738)

### **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. (SPR 00047835)

### **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. (SPR 00048273)

### **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. (SPR 00048488, 00048835)

### **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. (SPR 00049210)

### **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. (SPR 00049238)

### **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. (SPR 00049901)

### **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. (SPR 00050641)



**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. (SPR 00051073)

**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. (SPR 00051479)

**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. (SPR 00051567)

**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. (SPR 00051625)

**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. (SPR 00051656)

**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. (SPR 00052461)

**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. (SPR 00052897)

**“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. (SPR 00053265)

### **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. (SPR 00053382)

### **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. (SPR 00053287)

### **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. (SPR 00053846)

### **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. (SPR 00053871)

### **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. (SPR 00053902, 00050201)

### **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. (SPR 00054486, 00052461)

### **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. (SPR 00056200, 00054200)

### **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. (SPR 00056305)

### 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%. (SPR 00056471)

## Installing Kofax Capture 8 Service Pack 5

This section contains important information that you should review before installing Kofax Capture 8.0 Service Pack 5.

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](http://www.kofax.com).

You can also review the *Kofax Capture 8.0 Release Notes* before installing Kofax Capture 8.0 Service Pack 5 as they contain important information about Kofax Capture, including known limitations, certification information, installation requirements, and Windows service pack issues.

The Kofax Capture 8.0 Service Pack 5 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 5 in a development environment before applying it to your production environment.

To install Kofax Capture 8.0 Service Pack 5, 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 5.

### Installation Procedures

Use the following instructions to install Kofax Capture 8.0 Service Pack 5.

Before installing Kofax Capture 8.0 Service Pack 5, 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 5. Note that the services must remain stopped until Kofax Capture 8.0 Service Pack 5 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 5 is installed.

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**Note** When installing Kofax Capture 8.0 Service Pack 5, it is unnecessary to update all computers at the same time. When you install 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.

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#### ► To install Kofax Capture 8.0 Service Pack 5

- 1 Download Kofax Capture 8.0 Service Pack 5 from the Kofax Web site. The file that downloads is a self-extracting executable that contains Kofax Capture 8.0 Service Pack 5.
- 2 Run the executable file to install Kofax Capture 8.0 Service Pack 5.
- 3 Follow the instructions on your screen. When the installation is complete, a message will display that indicates Kofax Capture 8.0 Service Pack 5 was successfully installed.

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**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 Kofax Capture folder.

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## Uninstalling

This section contains important notes that you should review before uninstalling Kofax Capture 8.0 Service Pack 5.

Note that when you uninstall Kofax Capture 8.0 Service Pack 5, you are returning the workstation back to its original state before any Kofax Capture service packs were applied.

Use the following instructions to uninstall Kofax Capture 8.0 Service Pack 5. In order to uninstall Kofax Capture 8.0 Service Pack 5, you must have full Windows administrative privileges.

### ► To uninstall Kofax Capture 8.0 Service Pack 5

- 1 Start the uninstallation as follows:
  - For Microsoft Windows XP, select Start | All Programs | Kofax Capture 8.0 | Uninstall Service Pack 5.
  - For other operating systems, select Start | Programs | Kofax Capture 8.0 | Uninstall Service Pack 5.
- 2 Follow the instructions on the screen to uninstall Kofax Capture 8.0 Service Pack 5.

Kofax Capture 8.0 Service Pack 5 is installed as a component of the Kofax Capture 8.0 program. Therefore, Kofax Capture 8.0 Service Pack 5 will not display in the list of installed programs in the Add or Remove Programs utility from Windows Control Panel.

## New Features

### Defining Field Types for Email Addresses and Fax Numbers

Field types that use CHAR and VARCHAR can be configured as subtypes for email addresses and fax numbers in Kofax Front-Office Server. Refer to the *Kofax Front-Office Server Configuration Guide for Kofax Capture* for instructions.

### Kofax PDF Compression

Kofax PDF Compression is an optional setting that directs the PDF Generator module to create compressed PDF documents. This option can be used in combination with all Kofax PDF output types, including PDF/A.

For more information, see the *Kofax PDF Compression Release Notes*. To download this document, visit our Web site at [www.kofax.com](http://www.kofax.com) and go to the Technical Support pages. (SPR00044900)

### Force Remote Synchronization Agent (RSA) Login When Running Interactively

RSA was updated with a new configuration option that prompts remote site users for login credentials each time the RSA is run as an interactive program. To add this behavior, do the following:

- 1 Add the "DontStoreCredentials" attribute to the ACIServer element in the ACConfig.xml file.
- 2 Set the value to "1".

ACConfig.xml example:

```
<ACIServer DontStoreCredentials="1">
```

When this attribute is enabled, remote sites can only be run interactively and cannot synchronize without prompting from the Windows notification area or when run as a service. If this attribute is added to a remote site configuration file, the remote site value takes precedence. (SPR00049182)

## Resolved Problems in Kofax Capture 8.0 Service Pack 4

### Performance Issues Occurred When Processing Batches with the Kofax Capture Module Type Library

When the Kofax Capture Module Type Library was used to open the next batch, there were performance issues in certain cases.

This issue has been resolved. (SPR00047669)

### Enhanced Bar Code (EBC) License Failed During Recognition

Recognition intermittently failed to obtain an EBC license.

This issue has been resolved. (SPR00047785)

### Validation Module Thumbnail View Randomly Skipped Documents

When in thumbnail view, the Validation module sometimes randomly skipped to different documents. As a result, the Doc Type field did not update for the intended document and incorrect information was updated in the Validation module.

This issue has been resolved. (SPR00046319, SPR00048638)

### Unable to Update Release Scripts with a PathSubstitution Entry in the INF File

When attempting to update a release script that included a "PathSubstitution=ASCII File Name" entry in the INF file, the release script failed to update.

This issue has been resolved. (SPR SPR00046828)

### Modules Stopped Responding when Opening and Closing Batches Automatically

When multiple modules were opening and closing batches automatically, some modules stopped responding.

This issue has been resolved. (SPR00047774, SPR00048497)

### Enabling User Profiles with an Oracle Installation Returned Errors

If you attempted to enable user profiles in the Administration module with an Oracle database installation, the following error was returned after clicking Save:

```
"Runtime error '94': Invalid use of null"
```

This issue has been resolved. (SPR00045488)

### **Registration Utility Failed to Register Release Scripts**

When the Administration module was active, attempting to register a release script via the Kofax Capture Registration Utility failed even though success messages were displayed. The release scripts did not appear in the Release Script Manager.

This issue has been resolved. The correct “failure” message now appears after attempting to register a release script with the Kofax Capture Registration Utility while the Administration module is active. (SPR00016491)

### **UserID Element Incorrectly Returned the StationID**

The public property UserID which is used in the RuntimeSession Object of the Kofax Capture API was incorrectly returning the StationID instead of the UserID.

This issue has been resolved. (SPR00028657)

### **Kofax Capture Extension Registration Utility Failed to Unregister Release Scripts**

When a release script was unregistered using the Kofax Capture Extension Registration Utility (RegAscEx.exe), the release script could still be viewed in the Release Script Manager.

This issue has been resolved. (SPR00024948)

### **Kodak Image Address Value Reset When Scanning was Restarted with Kodak i800 or i1800 Series Scanners**

When using the Kodak image address and a Kodak i800 or i1800 series scanner, the value incremented during the scanning process. When the scanning was restarted, the Kodak image address value was restored to its initial set value, instead of continuing where it left off.

This issue has been resolved. (SPR00045551)

### **Reject Document Command Was Not Available in Validation Module When Batch Contents Panel Was Hidden**

In the Validation module, if the Batch Contents panel was not visible, the Reject Document menu was not available.

This issue has been resolved. You can now reject a document and advance to the next document without having the Batch Contents panel open. (SPR00037780)

### **Kofax Capture Network (KCN) Profile Export Problem**

If you assigned a batch class to a KCN profile and then deleted that batch class, you were unable to export the KCN profile.

This issue has been resolved. (SPR00037897)

### **PDF/A Export Format Did Not Retain Font Attributes**

When using the PDF/A export format in a recognition profile, the font attributes (bold, italic, and underline) were not preserved after creating and exporting the PDF/A file.

This issue has been resolved. (SPR00044484)

### **Corrupted Data Files Caused Insufficient License Errors**

Corrupted license data files caused volume depletion of monthly and one-time licenses.

This issue has been resolved. (SPR00042321, SPR00048214)

### **Data Missing from Document Table Fields in Validation Module**

In the Validation module, when reverting a document to the previously unsaved state, and then moving to a previously validated document, data was missing from fields that were entered and saved in that document.

This issue has been resolved. (SPR00045102, SPR00043637)

### **Setting a Batch Index Value from a Custom OCX Panel Caused Errors**

When a custom OCX panel attempted to set a batch index value in the Validation module, the following error was displayed:

```
-21474178748 Automation error. The object invoked has disconnected from its clients
```

This issue has been resolved. (SPR00045384, SPR00026791)

### **Scan Operator User ID Missing from Kofax Capture Values List**

No user ID of the person who scans a batch existed in the list of Kofax Capture values.

This issue has been resolved. (SPR00044458, SPR00044361)

### **Batch Contents Tree Does Not Expand for New Batches**

Documents in the batch contents tree were not automatically expanding when you scanned or imported a new batch, even though "Expand Batch Contents Tree" was enabled.

This issue has been resolved. (SPR00043343)

### **GrantGroupAccessToBatch API Did Not Work as Expected**

When a Workflow Agent was executed using NextModule to change queues, the GrantGroupAccessToBatch API failed and the previous queue did not grant permissions to the group correctly, causing user access failure.

This issue has been resolved. (SPR00043510)

### **XML Import Connector XML Deleted Too Many Images When Using the -DelSuccess Parameter**

When using XML Import Connector, images from a failed batch were deleted upon completion of a subsequent successful batch.

This issue has been resolved. (SPR00044964)

### **Performance was Slow when the Recognition Module Processed Multiple Page-Level Bar Codes**

During Recognition, index processing was extremely slow when scanned pages contained multiple page-level bar codes.

This issue has been resolved. (SPR00045394, SPR00046060)

### **Rejected Documents Did Not Automatically Get Focus in the Batch Contents Tree**

When the first page of a rejected document was displayed in the Quality Control module, the Batch Contents tree view did not automatically scroll and give focus to the associated rejected document.

This issue has been resolved. (SPR00035783)

### **Multiple Instances of Unattended Modules Did Not Restart When Memory Low**

When the computer ran multiple instances of unattended modules as services, it attempted to restart primary instances of a module when memory was low. If a primary instance of a module was already running, the module that was shut down did not restart.

This issue has been resolved. (SPR00046181)

### **XML Import Connector Did Not Restart When Memory Was Low in Interactive Mode**

When running low on memory, the XML Auto Import application did not restart correctly in interactive mode. Launching this application in interactive mode requires the -GUI command line option. When Respawn was launched to restart the application, it did not include the necessary -GUI option.

This issue has been resolved. (SPR00046179)

### **Verification Failed With VB.NET Scripts**

The original values of index fields were getting lost when .NET scripting was used. This caused verification to fail.

This issue has been resolved. (SPR00044976)

### **Central Site Web Server Error**

When the central site Web server was set to a different Kofax Capture installation, an "Object doesn't support this method" error was generated when RSA was opened and synchronized with the central site.

This issue has been resolved. (SPR00039057)

### **Wrong Batch Status Reported**

After processing through a module, batches remained in the "In Progress" state and errors were logged to the log file.

The operator had to manually change the batch status to "Ready" from the Batch Manager.

This issue has been resolved. (SPR00045331, SPR00046805)



## Resolved Problems 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. (SPR00041238, SPR00042849)

### 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. (SPR00041916)

### 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. (SPR00039205)

### 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. (SPR00041854)

### 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. (SPR00042421, SPR00042850)

### 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. (SPR00038999)

### 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. (SPR00039878, SPR00042847)

### **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. (SPR00031781)

### **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. (SPR00042689)

### **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. (SPR00042142)

### **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. (SPR00039014)

### **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. (SPR00039352, SPR00040120, SPR00042385)

### **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. (SPR00029508, SPR00026287, SPR00043065)

### **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. (SPR00042008)

### **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. (SPR00042729)

## **Resolved Problems 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. (SPR00038770)

### **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. (SPR00038747, SPR00040986)

### **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. (SPR00039117, SPR00039230, SPR00039717)

### **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. (SPR00040983)

### **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. (SPR00039116)

### 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. (SPR00038775)

### 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. (SPR00039151)

### "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. (SPR00040364)

### 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. (SPR00039439)

### 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. (SPR00040098, SPR00040991)

### **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. (SPR00039956)

### **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. (SPR00039950)

### **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. (SPR00034778)

### **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. (SPR00039925, SPR00040098, SPR00040130, SPR00040989)

### **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. (SPR00037604, SPR00041233)

### **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. (SPR00041297)

### **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. (SPR00041402)

## New Features

### 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):

```
KfxOcxEvt.KfxOcxEvtBatchClassPaste
KfxOcxEvt.KfxOcxEvtDocumentClassPaste
KfxOcxEvt.KfxOcxEvtFolderClassPaste
KfxOcxEvt.KfxOcxEvtFormTypePaste
```

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 KfxOcxEvt.KfxOcxEvtBatchClassPaste
            MsgBox("Batch Class pasted: " & vArgument.ToString())
        Case KfxOcxEvt.KfxOcxEvtDocumentClassPaste
            MsgBox("Document Class pasted: " & vArgument.ToString())
        Case KfxOcxEvt.KfxOcxEvtFolderClassPaste
            MsgBox("Folder Class pasted: " & vArgument.ToString())
        Case KfxOcxEvt.KfxOcxEvtFormTypePaste
            MsgBox("Form Type pasted: " & vArgument.ToString())
        Case Else '*** Other values.
    End Select
End Function
```

## Resolved Problems 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. (SPR00036681, SPR00036747, SPR00037124, SPR00037444, SPR00038317, SPR00038319, SPR00038320)

### 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. (SPR00027997, SPR00038553)

### **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. (SPR00036171, SPR00038554)

### **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. (SPR00035882)

### **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. (SPR00036935)

### **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." (SPR00034221)

### **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. (SPR00036896)

### **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. (SPR00038585)



### 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). (SPR00037905)

### 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. (SPR00035555)

### 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. (SPR00038042)

## Resolved Problems 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. (SPR00025952)

### 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>
```

(SPR00026228)

### **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. (SPR00034966)

### **{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. (SPR00018199)

### **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. (SPR00030825)

### **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. (SPR00035009)

### **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. (SPR00034555)

### **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. (SPR00031003)

### 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. (SPR00031312)

### 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. (SPR00035209)

## 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](http://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](http://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