

VirtualReScan (VRS) 4.1 Service Pack 1 Notes

10001596-000

Introduction

The VirtualReScan (VRS) 4.1 Service Pack 1 Notes include information about the following:

- Installation notes
- Resolved problems
- Known problems
- Technical support

Please read these notes carefully, as they contain information that is not included in the VRS 4.1 documentation or online Help.

Installation Notes

This section lists installation information related to this service pack.

Conventions

In the Add or Remove Programs utility, VRS 4.1 Service Pack 1 is listed in the “Currently installed programs” list as “Kofax Update 1 for VRS 4.1.” The numbering convention for minor updates is Update 0.1, Update 0.2, etc.

Uninstalling the Service Pack

This section explains the options that are available for uninstalling VRS 4.1 Service Pack 1.

If you installed Service Pack 1 after installing VRS 4.1, do the following:

- From the Add or Remove Programs utility, remove Kofax VRS Update 1 for 4.1 (this removes the service pack and leaves the base VRS 4.1 installation and/or minor updates intact).

Important If you plan to remove the entire VRS 4.1 installation, be sure to remove the service pack update first, followed by the base installation.

If Service Pack 1 was automatically installed by your VRS 4.1 installation, do the following:

- From the Add or Remove Programs utility, remove Kofax VRS 4.1 (this option removes both the service pack and the base VRS 4.1 installation, along with any minor updates).

Before removing either the base VRS installation or the update, be sure to close VRS (and any application that uses VRS).

Resolved Problems

This section contains information about issues that are resolved when you install this service pack.

Default Settings Profile

Prior to this service pack, it was possible to modify (sometimes unintentionally) the Default Settings profile. This resulted in image quality problems for some users. Starting with the installation of this service pack, the Default Settings profile will be protected as read-only. If desired, you can use Profile | Save As to create a new profile that is based on the Default Settings profile. (SPR 15518)

Prior to this service pack, if two scanners were connected to your computer, you had to use either the Restore Default Values utility (prior to VRS 4.1) or the Scanner Configuration Utility (VRS 4.1) to switch between the two. It was not sufficient to switch scanners by selecting a different source; it was also necessary to restore the Default Settings profile to reflect the correct VRS settings for the currently selected scanner.

Starting with this service pack, when you select a source for a scanner that differs from the currently selected scanner, the predefined Default Settings profile for the new scanner will automatically be restored (the new default settings will overwrite the existing Default Settings profile). Note also that if you select Set as Default or Restore VRS Defaults from the Scanner Configuration Utility, the Default Settings profile will be overwritten with the appropriate settings for the selected scanner.

In the event that you had changed the default settings for the scanner currently in use, the following will occur upon installation of this service pack: the existing Default Settings profile will be copied into a separate profile called My Default Settings. To continue to use your custom Default Settings profile that was configured prior to the service pack installation, select the My Default Settings profile.

Note If a profile called My Default Settings is already in place prior to the installation of this service pack, it will be overwritten with the contents of the existing Default Settings profile. If you wish to retain the contents of the existing My Default Settings, either rename the profile or create a backup copy prior to the installation of this service pack.

Gamma Values in Default Settings Profile for Fujitsu *fi-4860C* and *fi-5900C*

The Default Settings profile for the Fujitsu *fi-4860C* and *fi-5900C* now uses the same Gamma value for both color and bitonal scanning. Prior to this release, two different Gamma values existed in the Default Settings profile: one for color mode and another for bitonal mode. Therefore, if a bitonal image was scanned while color mode was enabled with Automatic Color Detection, the Gamma value for color scanning was applied. As a result, the image quality was adversely impacted. (SPR 26197)

To eliminate this problem, you should install this service pack, run the Scanner Configuration Utility, and then select Restore VRS Defaults.

Advanced ISIS and TWAIN Settings

Prior to this service pack, any advanced settings options provided by the ISIS or TWAIN driver used to communicate with the scanner were saved to a file named kfxisis.ini (for an ISIS driver) or kfxtwain.ini (for a TWAIN driver). This was true for either a VRS or a non-VRS source. Unfortunately, when you switched from a non-VRS source to a VRS source (either for the same

scanner or a different scanner), or vice versa, this file was not removed or overwritten with the correct settings. Because the settings for a non-VRS source were not the same as the ones required for a VRS source, the image quality in VRS was often adversely impacted. (SPR 15518)

After installing this service pack, VRS will now create a version of the kfxsis.ini or kfxtwain.ini files that includes the name of the source in the file name. The appropriate file name in the following formats will be saved in the <install folder>\Bin\Profiles folder:

- kfxsis_<source name>.ini
- kfxtwain_<source name>.ini

In the Scanner Configuration Utility, when you select Set As Default or Restore VRS Defaults, the ISIS or TWAIN settings for all of the scanner's sources are restored to the defaults for the selected scanner. When you select a different source, VRS will now use the settings for the new source. When you open the Advanced Settings dialog box (by selecting Tools | Scanner Driver Settings from the VirtualReScan Interactive Viewer) and make changes to any of the settings, the changes are now written to the appropriate file for the currently selected source.

Out of Memory Errors

On computers where Windows has been localized for Japanese, you may encounter an out of memory condition when you scan A4 or larger paper in duplex color mode at 400 (or higher) dpi. Installation of this service pack, along with the proper virtual memory settings, will help mitigate the problem. For more information, refer to *Virtual Memory Allocation* on page 6. (SPR 23514)

Configuring a Fujitsu fi-5220C with VRS 4.1

The process for configuring VRS 4.1 to work with a Fujitsu fi-5220C scanner has been simplified. After installing this service pack in a VRS installation that has been configured to work with a Fujitsu fi-5220C scanner, the Fujitsu fi-5220C will now be set as the default scanner. Prior to this release, manual steps were required to set the Fujitsu fi-5220C as the default scanner, even when it was specified during the VRS installation process. (SPR 24293)

Maximum Number of Characters Printed is Now 43

A problem printing the maximum number of characters no longer occurs when the counter reset is enabled and set to 43 in the endorsing imprinter. Prior to this release, the maximum number of characters that could be printed was 40, even though the imprinter supported 43 characters. (SPR 24304)

Saving Brightness and Contrast Settings to an .ini File With Kodak i600 Series Scanners

You can now successfully save settings for brightness and contrast to an .ini file when a Kodak i600 scanner is used with the following scan source: Kodak i600 Toggle Patch without SVRS. Prior to this release, any changes reverted to the default settings after you closed and restarted your scanning application. (SPR 17510)

Japanese Language Not Available in Advanced ISIS Settings Dialog Box

When the VRS Component Installer for the Fujitsu fi-5530C scanner is added to a VRS 4.1 installation on a Japanese operating system, the Advanced ISIS Settings dialog box elements are now available in Japanese. Prior to this release, the dialog box elements displayed in English following the addition of the Component Installer. (SPR 24303)

Display of Scanners and Cameras Properties

In the Control Panel, the Properties dialog box associated with the Scanners and Cameras item no longer contains both Japanese and English elements when a Fujitsu *fi-5650C* Component Installer is added to a VRS 4.1 installation that is localized in Japanese. Prior to this release, the Properties dialog box included elements from both languages. (SPR 24279)

Imprinter Settings Not Saved - Fujitsu *fi-5650C* Scanner

Changes to the following imprinter settings for the Fujitsu *fi-5650C* scanner are now saved from one session to the next (SPR 17022):

- Counter Step (Counter Increment)
- Font Orientation
- Font Direction
- Use Extended Counter

Prior to this release, changes to any of these settings did not persist in subsequent sessions.

Endorsing Not Available with Panasonic KV-S3065C and KV-S7065C Scanners

The endorser for the Panasonic KV-S3065C and KV-S7065C scanners is now accessible through the ImageControls/ Adrenaline interface. Prior to this release, this situation prevented the user from accessing the endorser through Ascent Capture. (SPR 18330)

Auto Orientation Fails for Documents with Holes on One Side

The auto orientation feature no longer fails when you scan documents with holes on one side. Prior to this release, the existence of the holes interfered with the ability of VRS to determine the proper orientation for the document. (SPR 21235)

Intermittent User Interface Problems - Kodak i600 Series Scanner

When VRS detects a multifeed condition and a Brightness Out of Range warning at the same time in connection with the Kodak i600 series scanner, problems no longer occur in displaying and refreshing the applicable VRS dialog boxes. (SPR 23398)

Black Border Removal Not Cropping 6x12 Pages - Panasonic KV-S6055

Problems no longer occur when you use VRS to crop a 6x12 document while black border removal is enabled. Prior to this release, a 6x12 document could not be cropped successfully. (SPR 23405)

VRS TWAIN Scanning Interface Not Refreshed - Italian, French

When VRS is installed on a computer with Italian Windows 2000 Service Pack 4 or French Windows XP Service Pack 2, a problem no longer occurs in refreshing the VRS TWAIN scanning interface when a scanner profile is created. Prior to this release, the new scanner profile did not appear in the VRS TWAIN scanning interface until it was closed and reopened. (SPR 23466)

DataMatrix Bar Code Recognition Failure

DataMatrix bar codes, including bar codes on bitonal images, can now be detected successfully when the Adrenaline Image Processing Engine Enhanced Bar Code (EBC) bundle is installed.

Prior to this release, some DataMatrix bar codes were not recognized by the EBC engine in VCDemo. (SPRs 13122, 17250)

InstallationInfo.txt File

A new file called InstallationInfo.txt is generated in the VRS installation folder. This file contains information related to the following: (SPR 24588)

- Software versions installed
- License information (as seen in the Activate VRS dialog box)
- Scanner model

The InstallationInfo.txt file is updated whenever one of the following occurs:

- VRS product is installed
- VRS product update is installed
- Scanner Configuration Utility is used to change the default scanner
- VRS license is activated, deactivated, or registered

In the event that you need to contact Technical Support, the information in this file can be used to expedite the problem resolution process.

First Image of Batch Scan

When you scan a batch of documents, the first image is now displayed as it scans. Prior to this release, the first image of a batch did not always display, even though it was saved successfully. (SPR 14722)

Fujitsu fi-5900C Auto Resolve Functionality

The Fujitsu fi-5900C multifeed auto resolve functionality can now be enabled from the VirtualReScan Administration Utility. Prior to this release, the auto resolve functionality could be set only from the Fujitsu software operation panel. (SPR 24420)

Important Be aware that the Fujitsu software operation panel must be used initially to enable multifeed detection. If necessary, please contact Fujitsu support for assistance.

Ascent Capture SecurityBoost

The Ascent Capture SecurityBoost no longer causes errors for applications that call the kscanCtl in the ImageControls toolkit while a user with limited privileges is logged in. Prior to this release, use of the Ascent Capture SecurityBoost would cause errors for any applications that called kscanCtl in the ImageControls toolkit. This was caused by a failure of the control on a call to SHGetFolderPath with a CLSID_APPDATA parameter that caused an exception. As a result, the Ascent Capture Scan, Quality Control, and other modules would not work. (SPR 24291)

VRS Professional Localized License References - Ascent Capture 7.5

In Ascent Capture 7.5, the following references to VRS licenses have been updated to refer to "VRS Professional" instead of "VRS Plus" in localized versions of the product: (SPR 24260)

- VRS Professional for Desktop Scanning
- VRS Professional for Workgroup Scanning
- VRS Professional for Production Scanning

Prior to this release, the license terminology was correct in English, but the localized versions were incorrect.

VRS Adjustment Controls Partially Obscured

The VRS Adjustment Controls now display consistently when you resize the Clarity panel so that the scroll bar is in view. Prior to this release, the Clarity panel items would become partially obscured from view after the panel was resized and the scroll bar was used. (SPR 20533)

Typographical Error Corrected in VRS Online Help - Japanese

In the VRS online Help localized for Japanese, the word “Quality” is now spelled correctly. In an earlier release, the word was spelled incorrectly. (SPR 25485)

QuickScan Issue

When the QuickScan application is used while a VRS source is in effect, QuickScan no longer fails if the Cancel button is selected while scanning in color mode. Prior to this release, this problem occurred on some computers running on Windows XP operating systems in the previously described scenario. (SPR 17142)

Known Problems

This section contains information about potential problems that you could encounter while using VRS 4.1 Service Pack 1.

Virtual Memory Allocation

VRS performs various image processing algorithms on the image returned from the scanner. To do this, VRS may need to decompress the image (if it was returned by the scanner in a compressed state) and also make temporary copies of portions of the image in memory. When scanning is done in color, duplex mode, and at high resolutions (for instance, 300 dpi or higher), the scanner images are fairly large (sometimes as much as 80 MByte), especially when they are decompressed. (SPR 23514)

For VRS to process such large images, the system virtual memory should be allocated appropriately. We recommend a maximum page file size of 2 Gbyte (or more, if you plan to run other processes while using VRS). You can use the following procedure to update the virtual memory page file size settings.

Note If you are not using Windows XP, the sequence may vary from the steps described below.

► To update the virtual memory page file settings

- 1 Do **one** of the following:
 - Right-click on My Computer.
 - From the Control Panel, double-click the System icon.
- 2 Select Properties.
- 3 From the System Properties dialog box, select the Advanced tab.
- 4 Under Performance, click Settings.
- 5 From the Performance Options dialog box, select the Advanced tab.

- 6 Under Virtual Memory, click Change to open the Virtual Memory dialog box.
- 7 From the Virtual Memory dialog box, do **one** of the following:
 - Set the virtual memory so the maximum page file size is at least 2 Gbyte.
 - Select “System managed size” to allow the system to manage the virtual memory allocations (this option may not be available with Windows 2000).
- 8 Click OK.

Uninstalling VRS 4.1 Service Pack 1

You may encounter the following warning message when you uninstall VRS 4.1.

Uninstall the newer update(s) that exist on your system before uninstalling this one.

The warning is displayed if **all** of the following conditions are met:

- You have VRS 4.1 installed.
- You have a VRS 4.1 minor update installed.
- You have VRS 4.1 Service Pack 1 installed.
- You uninstall VRS 4.1 without first uninstalling the updates or the service pack.

If you encounter the previously mentioned warning, click OK to continue with the uninstallation. When the process is complete, the VRS base installation and all updates (including Service Pack 1 and any minor updates) will be removed.

After the uninstallation is complete, remove the following folders, if they exist on your computer:

- C:\Program Files\InstallShield Installation Information\{B5A9A6D2-D4AD-44FC-9126-8294AF87AB26}
- C:\Program Files\InstallShield Installation Information\{B5447275-C4A3-4AF2-94BE-8E554A7B7D23}

where:

C: is the drive where your Windows operating system is installed.

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. You can find VRS FAQs on the VRS Support pages. 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:

- VRS software version and build number
- Scanning application
- Operating system and service pack version
- Scanner make and model
- SCSI scanner controller (if applicable)
- Special/custom configuration or integration information