

# Kofax Customer Communications Manager

## Release Notes

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## Chapter 1

# About This Release

The release notes document contains late-breaking information about Kofax Customer Communications Manager. Please read this document carefully, as it contains information that is not available in other documentation.

## Version Information

The Kofax Customer Communications Manager 5.0 release has the following build number: 5.0.0.0.0.376.

## New Features

This section lists features that are new in this version of the product.

### Scalable Distribution Services

Kofax Customer Communications Manager has been extended to support batch distribution of Document Packs.

- CCM Studio: Supports distribution rules, including print stream rules and enveloping rules. Use CCM Studio to monitor the progress of jobs that have entered the process engine.
- CCM Process Engine: Provides a scalable platform for running distribution components.
- CCM Odin Components: Provide batch distribution functionality.

### Designer for Web: Document Pack Templates Editor Support

#### Document Pack Template Editor

A Document Pack Template editor is available with Designer for Web. This editor lets you specify and configure a number of slots in a Document Pack Template that contains:

- A Data Preparation item
- A Cover Letter
- Additional items

The editor supports the specification of optional slots and slot references.

#### Interactive Testing of Document Pack Templates

Designer for Web supports the ability to interactively test Document Pack Templates.

## ComposerUI HTML5 Support for Document Packs

ComposerUI HTML5 now supports the ability to interactively compose, review, and modify Document Packs.

## CCMInteractive V2 Contract Type for Document Packs

A new CCMInteractive V2 contract type supports:

- On-demand Document Pack composition.
- Interactive Document Pack composition, review, and modification.
- Output format conversion of existing Document Packs.
- Listing all Templates in CCM Repository with the option to filter the list by non-interactive Templates.
- Retrieval of Document Pack Template Definitions from the CCM Repository.
- Retrieval of Data Backbone Definitions from the CCM Repository.

## CCMDistribution V1 Contract Type for Document Packs

A new CCMDistribution V1 contract type supports:

- Handing over Document Packs to Kofax Signdoc to start a signing process for these Document Packs.
- Distributing Document Packs to Perceptive Workplace.
- Distributing Document Packs via a CCM Core scripting exit point.

## Localization of Designer for Web and ComposerUI HTML5

Designer for Web and ComposerUI HTML5 are now available in English, German, French, Spanish, Italian, Brazilian-Portuguese, Japanese, and Dutch.

## Code Editor for Libraries

Designer for Web has been extended with an editor for Libraries that supports syntax-highlighting for English.

## Support for Windows 10, Office 2016, and Edge

Windows 10, Office 2016, and Edge are now supported.

Support for Vista and Internet Explorer 9 and Internet Explorer 10 has been dropped.

## Changes in Behavior

## Removed Obsolete Functionality

Some obsolete functionality was exposed. This has been removed.

### AiaDocXml Erroneously Exposed Text Block Metadata

The produced `AiaDocXml` erroneously exposed Text Block metadata. (671969)

### CCM Core Administrator Still Contained the Add CPD Button

The CCM Core Administrator contained the Add CPD button while this was no longer supported. This button has been removed. (684591)

### Removed Support for Script Commands

Support for the `HTMLToPDF`, `AttachToPDF`, and `ImageToPDF` commands has been removed. (684620)

**Note** These commands were only available for use with deployments of CCM Enterprise 4.4. The functionality of these commands has been implemented differently for CCM 5.0.

### The V2 Version of the ComposerUI ActiveX Control

The V2 version of the ComposerUI ActiveX control has been removed.

## Chapter 2

# Resolved Issues

This chapter lists previously reported issues that are resolved with this release.

## Fixed Security Vulnerabilities

Various security enhancements have been implemented. (673094, 673096, 673100, 673132, 673136)

## Fixed Character Encoding Issues

Various character encoding issues have been resolved. These issues may cause characters from being displayed incorrectly, or may prevent certain characters to be used in names, or as data.

### Misinterpreted Asian and Compatibility Characters in XML Data

Characters from the U+8000 to U+FFFF range could be misinterpreted under some conditions when read from an XML source code. (T685983)

### User with a non-Latin1 User Name Could Not Login

A user with a non-Latin1 user name could not login. (667910)

### Accented Characters in the Names of Document Templates Caused Errors

CCM Designer for Web did not allow the creation of Document Templates with accented characters in their names. (672781)

### Ampersand Symbol in Object Names Could Not Be Edited

In CCM Designer for Web, some objects could not be edited or viewed when they had the ampersand symbol (&) in their names. (673062, 691581)

## Fixed Document Output

In some cases, erroneous documents were produced.



## Microsoft Word Document Protection Caused Errors

If document protection was used in Microsoft Word to make part of a table editable, the document with the table could not be opened later in Word. (676314)

## Fixed Template Scripting

Invalid non-Latin1 characters in tokens in the Template Scripting Language were silently stripped, which resulted in abbreviated variable and function names. These characters are now reported with an appropriate error message. (693490)

## Enhanced Stability

The following serious errors are now resolved:

- EEE0000 error for Content Wizards (655583)
- OOX1126 error during document composition (678944)
- CCM Repository sometimes terminated after unlocking an object or promoting a revision. This issue occurred with projects created in a CCM Designer version earlier than 4.2.0 (681427)

## Deployment

### New Default Value for the Document Processors Number

For licenses that allow more than four Document Processors, the default number of installed Document Processors is 4.

### Package Installer Allowed Existing Installation

The package installer allowed installation on a system where CCM already exists. The package installer now only allows installation on a clean system. (673699)

### Incorrect Warning During the Package Deployment

During the deployment of the package, the following incorrect warning could occur (690073):

```
WARNING: Part missing in configuration: ContractType
```

## Designer for Web

## Text Block Editor

Library functions with both EXPORT and FORMAT keywords were not shown in the Text Block Editor as available formatting functions. (666002)

## Exporting Enhancement

By design, the standard export does not include in-development revisions. The Create Diagnostic Info option has been added to the main dashboard. It exports a complete project for diagnostic purposes. (683925)

## Testing

Templates using TEXTBLOCK with a QFORM option were not flagged as interactive and could cause errors during testing. (632427)

# ComposerUI

## General

- CCM ComposerUI (ASP.NET and J2EE) sometimes displayed empty QForm windows. These are now suppressed. (664150)
- In CCM ComposerUI HTML5, empty lines could be added to a Text Block if multiple Text Blocks were edited in the context of a Content Wizard. (676994)
- In the context of Kofax TotalAgility, reviewing of a Document Pack could lead to an empty screen if the pack had been reviewed before with form caching enabled. (690144)

## Text Block Editor

The ComposerUI HTML5 Text Block Editor has been enhanced:

- ComposerUI HTML5 now offers three fixed custom styles, named Custom1, Custom2, and Custom3, when editing a Text Block. (681224)
- An option has been added to the ComposerUI HTML5 JavaScript API where the integrating party can pass a list of formatting function objects, each holding a name and a list of parameter names (689860).

# Messages

Various error messages and warnings have been improved.

## False Warnings About Reused Licenses

Some CCM Core components could log warnings about licensing conflicts due to reused licenses, even though this reuse was intentional and compliant with the licensing conditions. These warnings have been removed. (677098)

## Unclear Database Errors in CCM Repository

Reporting has improved for CCM Repository Database errors. (674524)

## CCM Core Logs Could Use Dutch Tags to Classify Errors

CCM Core runtime error classifications (fatal, warning, and so on) in the log files were reported in Dutch instead of the selected GUI language. (672797)

## Chapter 3

# Known Issues

This chapter describes issues that you may encounter while using Customer Communications Manager 5.0.0. Workarounds are provided, as applicable.

## Restricted Characters in Object Names

In CCM Designer for Web, the names of the following objects are restricted to use only characters from the character set ISO 8859-1 (Latin-1):

- Document Pack Templates
- Document Templates
- Folders
- Includes
- Letter Books
- Master Templates
- Projects

## Explicit Save Required for Text Blocks

After editing a Text Block, one must explicitly save it and then click the Close button. If you click the Close button without saving the Text Block, an error occurs.

## Document Packs Generated by CCM 4.5 Are Not Supported

Document Packs that have been generated by Kofax Customer Communications Manager 4.5 are not supported. Submitting these Packs to any of the API calls leads to an error. Older Document Packs cannot be modified, reviewed, or distributed.

**Note** Document Pack Templates generated by CCM 4.5 are supported and can be imported to CCM Designer 5.0. Composing the Document Pack Templates in CCM 5.0 leads to a 5.0 Document Pack that can be processed further.

## Designer for Web Does Not Forbid Invalid Data Preparation Templates

Designer for Web allows Quick Documents and Static Documents to be specified as Data Preparation Templates. However, they cannot affect the Data Backbone. Therefore, they are invalid as Data Preparation Template.

Composing a Document Pack that has a Static Document or a Quick Document for its Data Preparation Template leads to an error.

## Mixing Formatting Functions and Exit Points in the Same Library May Cause Interference

Mixing formatting functions and exit points in the same Library may cause interference, which results in runtime errors. To avoid this problem, formatting functions (defined with a `FORMAT` keyword) should be defined or moved to separate Libraries that do not contain any other dynamic functions (functions with the `EXPORT`, `DBB_*` or `FILTER` keyword).