

Kofax Customer Communications Manager

Release Notes

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Chapter 1

About this release

The release notes contain late-breaking information about Kofax Customer Communications Manager (also known as CCM). Read this document carefully, as it contains information that is not available in other documentation.

Version information

This Kofax Customer Communications Manager 5.2 release is identified by build number 3491.

You can verify the build number as follows:

1. In the CCM Designer main window, in the right upper corner, click the question icon.
2. Click **About**.
3. Verify that the build number is 3491.

System requirements

For information on technical requirements for hardware, server operating systems, web servers, supported word processors, compatible software and more, see the *Kofax CCM Technical Specifications 5.2* document on the Kofax Customer Communications Manager support page on the Kofax website: www.kofax.com

Product documentation

You can access the online Kofax Customer Communications Manager documentation using the following link:

<https://docshield.kofax.com/Portal/Products/CCM/520-nz7r6s9geq/CCM.htm>

You can also access the online documentation directly from the product: When you click the help button in CCM Designer, CCM Designer for Windows, CCM Core, or CCM Studio, online documentation appears in a new browser window.

To access the online documentation, you must have an active Internet connection. If the security policy for your organization restricts Internet access or the Internet connection is not stable, you can access the documentation in offline mode while using the product. For more information, see the next section.

Offline documentation

To make the documentation available for use in offline mode, you need to download it from the [Kofax Fulfillment Site](#) after purchasing the product. From the site, download the following files:

- Download the <KofaxCustomerCommunicationsManagerDocumentation_5.2.0_EN.zip> file that contains the entire CCM documentation set in English. This file is required for all users.
- If required, download the compressed file corresponding to the language translation that you need, such as <KofaxCustomerCommunicationsManagerDocumentation_5.2.0_ES.zip> for Spanish.

Note The CCM Designer online Help is the only item in the CCM documentation set that is translated at this time.

After you install the CCM product, follow the procedures below to extract the compressed files for each CCM component as required. When you finish extracting the files, the documentation folder in each location will contain the two folders:

- `print` with the PDF documentation
- `help` with the CCM Designer Help

You can access the documentation from these locations. Also, when you click a help button in a CCM component and select the required document, the system will open an offline, local copy of that document.

Note The names of the folders where you extract the compressed files are hard-coded and case-sensitive. Do not rename the folder names.

Offline documentation for CCM Designer

1. Extract the contents of the English compressed file to:

```
<deploy root>\<Tomcat installation folder>\Tomcat <version>\instance-WebDesigner-5.2\webapps\ccm_designer_<instance number>\doc\en
```

2. If you require other, non-English languages, extract the contents of the compressed file for a particular language to the respective language folder, which resides here:

```
<deploy root>\<Tomcat installation folder>\Tomcat <version>\instance-WebDesigner-5.2\webapps\ccm_designer_<instance number>\doc\<language>
```

The supported languages are represented with the following language codes:

- de: German
- es: Spanish
- fr: French
- it: Italian
- ja: Japanese
- nl: Dutch
- pt_BR: Brazilian Portuguese

For example, to use the CCM Designer Help in Spanish, extract the contents of the Spanish compressed file to the **es** folder.

Offline documentation for CCM Studio and CCM Core Administrator

For CCM Studio and CCM Core Administrator, extract the contents of the English compressed file to:

```
<deploy root>\CCM\Documentation\5.2\en
```

Offline documentation for CCM Designer for Windows

For the CCM Designer for Windows component, which you install separately after the CCM product is installed, extract the contents of the English compressed file to:

```
<deploy root>\ITPMDK <instance number>\Documentation\5.2\en
```

For more information on the CCM Designer for Windows installation and default location, see the *Kofax Customer Communications Manager Installation Guide*.

New features

This section lists features that are new in Kofax Customer Communications Manager 5.2, including the features introduced in the fix packs released since CCM 5.1.1.

Support for LDAP directory system

With this release, CCM supports LDAP-enabled directory systems. You can now configure CCM Designer to authenticate users on a configured LDAP server based on the existing enterprise or Windows accounts and assign pre-defined roles to LDAP groups of users. In the LDAP mode, you can configure an administrators group where all members are assigned administrative access.

LDAP configuration is done using a properties file.

For more information, see the following documentation:

- "User authorization" in the CCM Designer online Help
- "Enable LDAP mode for CCM Designer" in the *Kofax Customer Communications Manager Getting Started Guide*.
- "Administrative tasks" in the *Kofax Customer Communications Manager Repository Administrator's Guide*

Introduction of external approval workflow

In this release, a new set of APIs is introduced to create and manage Changesets. With the new calls, you can control Changesets from an external workflow system, which allows for a more flexible way to approve content changes. For example, this approach is useful when changes need to be approved by multiple people before they are published.

A new contract type, CCMContentApprovalWorkflow, contains seven calls, each responsible for a particular action in the approval workflow. When a Changeset is created and managed externally, the flag "This Changeset is subject to external approval" is shown for this Changeset in CCM Designer. Objects in such Changeset cannot be edited until it is unlocked externally.

For more information, see "Work with Changesets" in the CCM Designer online Help and "CCMContentApprovalWorkflow contract type" in the *Kofax Customer Communications Manager API Guide*.

SubstitutionFont parameter for DocToPDF

The DocToPDF command now has an optional SubstitutionFont parameter that sets the substitution font to use when a document has a font that is not available on the system. For more information, see the *Kofax Customer Communications Manager Core Scripting Language Developer's Guide*.

PdfLib updated

PDFLib is updated to version 9.1.2.1.

Amyuni PDF Converter updated

Amyuni PDF Converter is updated to version 5.5.2.7.

New features introduced in CCM 5.1.1.2

This section lists features introduced in CCM 5.1.1.2.

RepositoryImportProject and RepositoryExportProject Core scripts

New Core scripts, RepositoryImportProject and RepositoryExportProject, are introduced for import and export of CCM Repository projects.

For more information, see the *Kofax Customer Communications Manager Core Scripting Developer's Guide*.

AttachFilesToPDF Core scripting command

With the AttachFilesToPDF command, you can add one or more files as attachments to a PDF file. For more information, see the *Kofax Customer Communications Manager Core Scripting Developer's Guide*.

Improvements in Batch & Output Management functionality

The following functionality improvements are introduced for CCM Batch & Output Management. For more information, see the *Kofax Customer Communications Manager B&OM Getting Started Guide* and *Kofax Customer Communications Manager B&OM Scripting Language Developer's Guide*.

- **Process chain monitoring**

The Registration and Application steps are split into two processes, which allows for separate process monitoring.

- **Stack and envelope sorting**

A new set of functions in the Bundling and Stacking components gives you the ability to sort envelopes and stacks in the order in which they are stored in a print file.

- **New exit point for delivery**

The Conversion and Distribution steps are now split into two processes, which allows for separate process monitoring. Also, a new exit point is introduced, DistributeStack, which is called during the distribution of stacks to be processed by CCM_Distribution.

New features introduced in CCM 5.1.1.1

This section lists features introduced in CCM 5.1.1.1.

CCM Toolbox for Word

CCM Toolbox for Word is an add-in to Microsoft Word that enables you to easily add Fields to Rich Text Blocks and Quick Templates in CCM Designer.

The functionality is supported on Microsoft Word 2013 and later, and only for the .docx documents.

For more information, see "Install and configure CCM Toolbox for Word" in the *Kofax Customer Communications Manager Installation Guide* and the Kofax CCM Designer online Help.

Changes in behavior

This section describes product behavior that is changed in CCM 5.2.

Search and filter in CCM Designer

In CCM Designer, the search and filter functions are improved. For more information, see the sections "Search for a Text Block" and "Change the text in a document" in the CCM Designer online Help.

RegisterFile method removed from Registration

The RegisterFile method is removed from the Registration component in CCM Batch & Output Management. Use the RegisterRequest method instead. For more information, see the *Kofax Customer Communications Manager B&OM Scripting Language Developer's Guide*.

Run method removed from Conversion

The Run method is removed from the Conversion component in CCM Batch & Output Management. Use the ConvertStack and DistributeStack methods of the Conversion and Distribution components, respectively. For more information, see the *Kofax Customer Communications Manager B&OM Scripting Language Developer's Guide*.

Chapter 2

Resolved issues

This chapter lists previously reported issues that are resolved with this product, including the resolved issues that were introduced in fix packs released since version 5.1.1.

Object version statuses lost after object version restored

If you restored a specific version of an object in CCM Designer for Windows, all statuses of other revisions of that object were lost. (1196524)

Security fix implemented

The password blacklist file installed with CCM is now extended to 623,519 forbidden passwords. (1184295)

Contract Manager returned incorrect response

If custom interfaces registered in the Contract Manager returned a value containing a Unicode character in one of its output parameters, it resulted in an invalid response to the caller. (1181857)

Using pragma with post-include documents could cause errors

If you used post-include documents created with a non-English Windows version and used the setting `pragma("MergeIncludeStyles"; "N")` in your Master Template, it sometimes causes errors when composing a document based on this Master Template. (1171173)

Letter Book with In development status prevented from editing all Letter Books

In CCM Designer, the existence of a Letter Book that was created but not yet unlocked by the author prevented other users from editing all Letter Books. (1159014)

Opening imported Content Wizard caused errors

When an imported Content Wizard was copied before it was edited, it sometimes caused an error when trying to open the copied Content Wizard. (1156816)

Status of code Libraries could not be changed

A Library containing a `metadata_contains` function that uses a variable as input intermittently displayed errors when trying to change the status of the Library. (1152420)

Issue when object and subfolder in a folder had same name

In CCM Designer, if a folder contained a subfolder and an object with the same name, and if another object referred to both of them, selecting this object intermittently caused the user interface to become unresponsive. (1136599)

XpsConversion and DocToPDF Rendition showed errors

Using XpsConversion and DocToPDF with Processor set to "Rendition" led to a stack overflow when converting some .docx documents. (1117263)

QForm date and time questions formatted incorrectly

For the German and French locales, CCM ComposerUI incorrectly formatted the value of a date or time field if it was edited using a QForm. (1109357)

Using character Å from Data Backbone resulted in error

Using the character Å (U+0x100) in the Data Backbone intermittently caused errors. (1108602)

Application error disclosure in API calls

When an incorrect Data Backbone was passed on a CCMCompose web services call, some error messages contained information about file paths on the CCM Server. (1080443)

For more information, see the section "Web services error handling" in the *Kofax Customer Communications Manager API Guide*.

Upgrade failed with PowerShell 5.1

CCM could not be upgraded using PowerShell 5.1. (1080200)

Optional documents not shown in the Correspondence view

Optional documents that are part of the correspondence were not shown in the Correspondence view in CCM Studio. (1056779)

Uninstallation or RemoveInstance did not remove Amyuni printers

The Amyuni printers were not uninstalled automatically. (1059155)

Note that manual installation or removal of the Amyuni printers required by CCM Core is not supported and can disable the functionality.

Letter Book Editor did not show objects from imported Letter Book

In CCM Designer, it was possible to import a Letter Book with an object containing mismatching model and label attributes. As a consequence, the object was not shown in the Letter Book Editor. (727594)

Issues resolved in CCM 5.1.1.2

This section lists the key issues fixed in CCM 5.1.1.2. For a complete list that includes additional minor fixes, see the respective readme file.

AddInstance and CCM upgrade did not allow to specify database port number

You could not specify a database port number using the AddInstance command or during the CCM upgrade process. (1136525)

Error when using legacy LabelDocuments setting

When the LabelDocuments setting in CCM Core was configured to retrieve stylesheet or pagestyle documents from the file system, an error "Cannot open file" sometimes occurred. (1123434)

Document Pack Template could become unresponsive due to slot identifier

Additional restrictions were applied for slot identifiers, which could cause the Document Pack Template Editor to become unresponsive for a Document Pack Template with a slot identifier containing a space. (1110732)

Issues resolved in CCM 5.1.1.1

This section lists the key issues fixed in CCM 5.1.1.1. For a complete list that includes additional minor fixes, see the respective readme file.

Create project listing resulted in error

The "Create project listing" functionality in CCM Designer showed an error page. (1080446)

Database deadlock when running XpsConversion and Bundling simultaneously

Database deadlock sometimes occurred when running the standard B&OM processes CCM_Bundling and CCM_XpsConversion simultaneously. (1080413)

CCM_CleanUpAll process did not remove empty folders

The standard CCM_CleanUpAll process, which cleans up processed requests and the run-time database, did not remove empty folders. As a result, the number of empty folders could begin to accumulate. (1058312)

Chapter 3

Known issues

This chapter describes issues that you may encounter while using Kofax Customer Communications Manager 5.2. Workarounds are provided, as applicable.

Saving Master Templates with some Word versions causes errors

Saving a DOC Master Template or an include document with recent versions of Microsoft Word 2016 causes the Create Master Template action to fail. The issue only occurs with DOC projects.

At the time of the CCM 5.2 release, all Word releases in the monthly channel after version 1809 (build 10827.20181) are affected. The latest releases in the semi-annual channels and older releases in the monthly channel are currently not affected by this problem. (1214367)

ContractManagerOnly setup issue

Installing CCM with the ContractManagerOnly predefined setup does not work as expected, and an error indicates that the Contract Manager fails to initialize due to incorrect configuration. Upgrading CCM with the ContractManagerOnly predefined setup also does not work as expected, an error indicates that the upgrade fails, and the old version is activated. (1213964)

Workaround: To fix the installation issue, restart the Contract Manager Tomcat service. To fix the upgrade issue, use ManageCM to active the new CCM 5.2 version.

Quick Template issue in LDAP mode

It is impossible to create a new version or overwrite an existing Quick Template using the ImportQuickTemplates tool in LDAP mode. In non-LDAP mode, the functionality works as expected. (1212969)

Search feature in Designer help fails for some strings

When using the offline documentation, the search function in CCM Designer help does not work if the search string contains non-ASCII characters. This issue is limited to Internet Explorer 11. (1211541)

Workaround: Use another browser such as Chrome, Firefox, or Edge instead.

Issue with renaming folder containing Text Block List

It is possible to rename a folder containing Text Block Lists, even if these lists are used in other objects, which may lead to runtime errors when composing documents. (1210909)

We recommend that you do not rename Text Block List folders or do it with caution.

Upgrade issue

Upgrading to CCM 5.2 fails if interface level privileges are configured in the Contract Manager, that is they are added using the AddPrivilegeForApplication command with the InterfaceName and InterfaceVersion parameters in ManageCM. (1210145)

Workaround: Before the upgrade, remove these privileges using the RemovePrivilegeForApplication command in ManageCM and then reapply them after the upgrade. For more information on the command, see the *Kofax Customer Communications Manager Getting Started Guide*.

DocToPDF Rendition incorrectly renders objects with transparent background

Using the DocToPDF Core scripting command with the Rendition conversion engine renders a transparent background in objects as a white background. (1117263)

Workaround: Do not use transparent fills and ensure that objects are in the right z-order and have the right size.

OdinStackObjectSQL issue

If the OdinStackObjectSQL object created in CCM B&OM 5.1 or earlier is imported in the 5.2 CCM B&OM installation, it prevents the CCM_Streaming process from starting. If the object was imported as "protected," it cannot be renamed or removed from the 5.2 installation. (1059617)

Workaround: When importing objects into the new CCM B&OM installation, do not include OdinStackObjectSQL.

Upgrade issue if CCM Repository installed on Oracle

Loading a 5.1.1 Repository database into a 5.2 Repository, and vice versa, may not work correctly when CCM Repository is installed on Oracle. As a consequence, the upgrade from version 5.1.1 to 5.2 may fail. (1058094)

Workaround: Before upgrading, create two DSNs with the same name: one for the 32-bit client, and the other for the 64-bit client.

Imported Diagnostic Info project may get arbitrary authorization

A Diagnostic Info project export imported into Designer for Windows may get an arbitrary authorization of another existing project. (1057369)

Workaround: Use CCM Designer (for Web) to import Diagnostic Info project exports **or** check the authorization for your project after importing it to CCM Designer for Windows.

CCM Output Management services restarted

The AddInstance and RemoveInstance commands shut down the CCM Output Management services and restart them. (982614)

B&OM database user name and password cannot contain a semicolon

When the user name or password for B&OM databases contains a semicolon, deployment fails, and an error "Cannot check permissions..." is generated.

For example, a name such as "ccmuser;" is invalid. (982450)

Limitations in using the timer in Studio

The following limitations are present when using the timer component in CCM Studio: The Timer property dialog does not save specific checked days for long-term iterations in certain months or long-term iterations in all months. (980087)

Views in Studio may not display data larger than 8K

In CCM Studio, view columns that have more than 8100 characters show empty fields. (977845)

Workaround: To check the contents of such fields, copy them from Studio to another application.

High DPI makes Form and Content Wizard editors non-clickable

In CCM Designer, when the DPI level is 100% or higher, Form Editor and Content Wizard Editor do not respond when you click the controls. (900849)

Designer allows invalid Data Preparation Templates

CCM Designer 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 Templates.

Composing a Document Pack that has a Static Document or a Quick Document for its Data Preparation Template leads to an error. (887392)

Default value displayed for QForm question may be wrong

In the following circumstances, a QForm question in the Content Wizard may show an incorrect default value:

- If the QForm question has a default that refers to a Field in the Data Backbone, rather than a static value.
- If the Content Wizard is displayed by ComposerUI for HTML5. (876420)

Workaround: In the Data Backbone, define the QForm at the level of the Text Block that contains the Field.

Restricted characters in object names

In the 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