

# Kofax Communications Manager

## Release Notes

Version: 5.3.1

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The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a consistent weight throughout the word.

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## Chapter 1

# About this release

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

## Version information

This Kofax Communications Manager 5.3.1 release is identified by build number 4503.

You can verify the build number as follows:

1. In the KCM Designer main window, in the right upper corner, click the question icon.
2. Click **About**.
3. Verify that the build number is 5.3.1.0.0.4503.

## System requirements

For information on technical requirements for hardware, server operating systems, web servers, supported word processors, compatible software and more, see the Kofax Communications Manager Technical Specifications document on the [KCM support page](#).

## Rebranded product name

*Kofax Communications Manager* was introduced as the product name in version 5.3.0. In earlier product releases, the product was known as *Kofax Customer Communications Manager*.

The name change affects the user interface and the documentation. To ensure backward compatibility, some references to the original name are maintained in the product code and APIs.

## Product documentation

You can access the full Kofax Communications Manager documentation set for version 5.3.0 using the following link:

<https://docshield.kofax.com/Portal/Products/CCM/530-1h4cs6680a/CCM.htm>

You can also access the documentation directly from the product: When you click the Help button in KCM Designer, KCM Designer for Windows, KCM Core, or KCM Studio, 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, obtain the documentation files from the product package that you download from the [Kofax Fulfillment Site](#).

The product package includes the following documentation files for offline use:

- `KofaxCommunicationsManagerDocumentation_5.3.0_EN.zip`: Contains the entire KCM documentation set in English. This file is required for all users working in offline mode.
- Zip files that contain KCM Designer documentation translated to German, Spanish, French, Italian, Japanese, Dutch and Brazilian Portuguese. For example, the Spanish zip file name is `KofaxCommunicationsManagerDocumentation_5.3.0_ES.zip`.

**Note** The KCM Designer online Help is the only item in the KCM documentation set that is translated to multiple languages at this time.

After you install the KCM product, follow the procedures below to extract the documentation .zip files for each KCM component as required. When you finish extracting the files, the documentation folder in each location will contain one or both of the following folders:

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

You can access the documentation in offline mode from these locations. Also, when you click a help button in a KCM 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 documentation .zip files are hard-coded and case-sensitive. Do not rename the folders.

### Offline documentation for KCM Designer Help

1. Extract the contents of the help folder from English documentation .zip file to:

```
<deploy root>\<Tomcat installation folder>\Tomcat <version>\instance-WebDesigner-5.3\webapps\ccm_designer_<instance number>\doc\en
```

2. If you require the Help in another language, extract the contents of the applicable documentation .zip file to the language folder, which resides here:

```
<deploy root>\<Tomcat installation folder>\Tomcat <version>\instance-WebDesigner-5.3\webapps\ccm_designer_<instance number>\doc\<language>
```

Supported languages:

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

For example, to use the KCM Designer Help in Spanish, extract the contents of the Spanish documentation .zip file to the **es** folder.

#### **Offline documentation for KCM Studio and KCM Core Administrator**

For KCM Studio and KCM Core Administrator, extract the print folder contents of the English documentation .zip file to:

```
<deploy root>\KCM\Documentation\5.3\en
```

#### **Offline documentation for KCM Designer for Windows**

For the KCM Designer for Windows component, which you install separately after the KCM product is installed, extract the contents of the English documentation .zip file to:

```
<deploy root>\KCM Designer Instance_<instance number>\Documentation\en
```

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

## New features

This section lists features that are new in Kofax Communications Manager 5.3.1.

### Ability to edit Rich Text Blocks in ComposerUI for HTML5

With the ComposerUI for HTML5 functionality, you can edit a Rich Text Block before it is used in a document you are interactively creating. Your document composition session can be concluded independently from a browser and without reliance on technologies that are supported only in a particular browser.

For more information, see [Additional documentation](#).

## Improved KCM Designer

KCM Designer for Web is now completely browser-independent and compatible with multiple versions of industry-standard browsers. Improvements include a number of specific updates to offer a better user experience:

- Revised Content Wizard Editor
- Revised Form Editor
- Ability to download error documents

The KCM Designer Content Wizard and Form editors web interface is completely re-implemented from the XBAP technology to HTML5, so that the editors can be used and managed without dependency on a particular browser.

Additionally, the new responsive interface is consistent with design improvements introduced in Kofax Communications Manager 5.3.0. The Content Wizard and Form editors have an improved look and feel and make the user experience more intuitive and efficient. The unified design improvements are also reflected in the new set of user-friendly icons.

The overall functionality of editors is not changed and is equivalent to the functionality of the classic editors.

For more information, see [Additional documentation](#).

## Compart DocBridge Mill Toolkit update

In Kofax Communications Manager 5.3.0, the Compart DocBridge version used for Batch & Output Management is 2.5.2017.2. With this 5.3.1 release, two new versions of the Compart Docbridge library are introduced: 2.5.2019.12 and 2.5.2020.3.

After upgrading to Kofax Communications Manager 5.3.1, the following versions are available from the KCM Batch & Output Management Programs folder:

- <DeployRoot>\KCM\Programs\5.3\Output Management\Compart\_2.5.2019.12
- <DeployRoot>\KCM\Programs\5.3\Output Management\Compart\_2.5.2020.3

To start using the new Compact DocBridge versions, you need to change the configuration files of all created Windows Service Hosts and the following configuration files for Batch & Output Management:

- <DeployRoot>\CCM\Programs\5.2\Output Management\CCMe.Studio.exe.config
- <DeployRoot>\CCM\Programs\5.2\Output Management\CCMe.ConsoleHost.exe.config
- <DeployRoot>\CCM\Programs\5.2\Output Management  
  \CCMe.WindowsServiceHost.exe.config

In these files, follow the instructions for changing the DocBridge version to 2015.9. Ensure that you replace the target version with needed version. As a result, the <bindingRedirect> lines should have "2.5.2017.2" for the oldVersion and "2.5.2019.12" or "2.5.2020.3" for the newVersion.

After changing the configuration files, restart all Batch & Output Management services.

**Note**

- Version 2.5.2019.12 fixes issue 1363174
- Version 2.5.2020.3 fixes issues 1406707 and 1441643

## Chapter 2

# Install this Service Pack

This section describes how to install Kofax Communications Manager 5.3.1.

1. To apply this Service Pack, back up the following folders:
  - <deploy root>\KCM\Programs\5.3
  - <deploy root>\KCM\Work\5.3
2. Extract the Service Pack archive.
3. Open a PowerShell command prompt with Administrator rights and navigate to the root of the folder where you extracted the Service Pack.
4. Execute the following command:  
`.\Install-ServicePack.ps1`

Before applying the Service Pack, the installer backs up every file to be updated and also exports B&OM systems files. The backup and export files are available here:

```
<deploy root>\KCM\Programs\5.3\Uninstall-ServicePack-5.3.1
```

The backup folder is required if you uninstall the Fix Pack later.

## Uninstall this Service Pack

The procedure below describes how to uninstall Kofax Communications Manager 5.3.1.

1. To uninstall this Service Pack, navigate to:  
`<deploy root>\KCM\Programs\5.3\Uninstall-ServicePack-5.3.1`
2. Execute the following command:  
`.\Uninstall-ServicePack-5.3.1.ps1`  
This script returns the system to the state before `Install-ServicePack.ps1` was run.

Note the following when uninstalling the Service Pack:

- The uninstall script does not remove the backup folder:  
`<deploy root>\KCM\Programs\5.3\Uninstall-ServicePack-5.3.1.`
- To install this Service Pack again after uninstalling it, you need to remove the backup folder manually.
- If uninstallation of the Service Pack fails, you can safely run the Service Pack uninstallation script again to get to a clean state.

## Chapter 3

# Resolved issues

This section lists previously reported issues that are resolved in Kofax Communications Manager 5.3.1. Each KCM product release is cumulative and includes the resolved issues from previous releases. For a complete list that includes additional minor fixes, see the respective readme file.

## Conversion from PDF to XPS failed

**1441643:** In Batch & Output Management, PDF documents sometimes failed to convert to XPS. An error message [ErrorCode: 4] appeared during the XPS conversion process. The failure occurred if the CFF font was not recognized by 2-byte version of DICT Operators.

## Specific Word configurations caused errors

**1411189:** .DOCX documents created by certain non-standard Word configurations could not be compiled as Master Templates, used as Rich Text Blocks or inserted using the post-includes method.

## Incorrect behavior of some conditional slots

**1408438:** In the Document Pack Template editor, the slots had incorrect descriptions for some date and time conditions. As a result, the displayed output did not reflect the actual operators.

**Note** In KCM 5.3.1, the issue is resolved only for the English version.

## Conversion from XPS to PostScript failed

**1406707:** In Batch & Output Management, conversion from XPS documents to PostScript using the Compart DocBridge Mill Toolkit failed intermittently. The failure occurred when two XPS documents were in the same stack to be converted.

## Office update caused KCM Toolbox for Word failure

**1405887:** After a Microsoft Office update as of July 9, 2019 was installed across all Office update channels, KCM Toolbox for Word did not work as expected. When running one of the builds released on this date, the Microsoft Office add-in did not show any Fields and Field Sets.

## CID fonts led to incorrect conversion

**1363174:** When converting PDF files with embedded CID fonts to XPS documents in Batch & Output Management, the output was generated incorrectly. PDF files without CID fonts did not have any issues with the received output.

## High DPI caused editors to become non-clickable

**1314849:** In KCM Designer, when the DPI level was higher than 100%, the Form and Content Wizard editors did not respond when you clicked the controls.

## Menu actions not applied on external changeset objects

**1282418:** When an external changeset was active, in the KCM Designer tree, the context menu actions of the project node were erroneously applied on objects in the project, but not in the external changeset itself.

## Security fixes

Several third-party libraries were updated with security fixes to strengthen and intensify security measures.

The following groups of libraries were upgraded:

- commons-beanutils
- commons-logging
- commons-codec
- commons-fileupload
- httpclient
- jackson-databind
- jstl
- spring
- spring-security
- dom4j

- jquery
- mina-core

## Chapter 4

# Known issues

This chapter describes issues that you may encounter while using Kofax Communications Manager 5.3.1. The workarounds are provided, as applicable.

## Incorrect display of Text Blocks in ComposerUI

**1438585:** In KCM ComposerUI, if a Content Wizard contains an Editable Rich Text Block, Text Blocks are erroneously displayed outside of their parent sections and remain there when the parent section is deselected. If some information required for the Text Blocks is missing, a Text Block validation error occurs. The error prevents a document from being composed even if the parent section of the Text Block is excluded from the Content Wizard. This issue is limited to optional sections.

**Workaround:** During the document composition, provide information for all Text Blocks, even if their parent sections are optional and not selected. This approach ensures that the output document is generated correctly according to the Content Wizard rules for optional sections.

## Documents with phonetic guides are not supported

**1418880:** Microsoft Word documents that contain phonetic guides (Ruby text) on text cause a fatal error OOX2302, indicating that the documents cannot be converted to IDOC. These documents are marked as invalid and fail to produce the expected output.

**Workaround:** Disable phonetic support in your file before uploading it to Kofax Communications Manager. To do so, remove the Ruby text by using the "Phonetic Guide" option in Word.

## Conditional operators in slots issue

**1379586:** In the Document Pack Template editor, the slots have incorrect descriptions for some date and time conditions for non-English languages. As a result, the displayed output does not reflect the actual operators used in non-English versions.

## OutputManagement secondary installation upgrade failure

**1287077:** Upgrading a secondary OutputManagementOnly machine does not work as expected. The upgrade fails with an error indicating that the output management content cannot be transferred. After this error, the old version is reactivated.

**Workaround:**

- Use the management script Activate.ps1 to activate the new KCM 5.3 version
- Manually re-create the custom Windows services of the old KCM installation in KCM 5.3

**Note** These services are added with the script AddOutputManagementService.ps1.

After these steps, the repository.config and UserRepository.Config still need to be copied from the main machine to the secondary one. These regular steps are required after upgrading a secondary machine.

## ContractManagerOnly setup issues

Installing or updating Kofax Communications Manager with the ContractManagerOnly predefined setup does not work as expected:

- **1213964:** An error during the installation indicates that the Contract Manager fails to initialize due to incorrect configuration.
- **1279054:** An error indicates that the upgrade fails and the old version is activated.
- **1213992:** The installation and the upgrade both fail to install the proxy required for correct integration with KCM ComposerUI.

**Workaround:**

- Installation: Install the KCM package without a predefined setup and without B&OM. Remove the installed instance afterwards.
- Upgrade: Do not use the ContractManagerOnly upgrade. Instead, install the KCM package on a new server without a predefined setup and without B&OM. Remove the installed instance and transfer the contract manager configuration from the old server to the new one. Re-register the instances at the new contract manager.

## Online help search issue with Internet Explorer

**1211541:** When using Internet Explorer to access the KCM Designer help, the search function may fail for search strings that contain non-ASCII characters. This issue is limited to Internet Explorer 11.

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

## OdinStackObjectSQL issue

**1059617:** If the OdinStackObjectSQL object created in KCM B&OM 5.1 or earlier is imported in the 5.2 or later KCM 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 or later installation.

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

## Upgrade issue if KCM Repository installed on Oracle

**1058094:** Loading a 5.1.0 Repository database into a 5.2 or later Repository, and vice versa, may not work correctly when KCM Repository is installed on Oracle. As a consequence, the upgrade from version 5.1.0 to 5.2 or later may fail.

## KCM Output Management services restarted

**982614:** The AddInstance and RemoveInstance commands shut down the KCM Output Management services and restart them.

## Semicolon invalid for B&OM database user name and password

**982450:** 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.

## Limitations in using the timer in Studio

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

## Views in Studio may not display data larger than 8K

**977845:** In KCM Studio, view columns that have more than 8100 characters show empty fields.

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

## Designer allows invalid Data Preparation Templates

**887392:** KCM 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.

## Default value displayed for QForm question may be wrong

**876420:** 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.

**Workaround:** In the Content Wizard, define the QForm at the level of the Text Block that contains the Field.

## Restricted characters in object names

In KCM Designer, 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

# Additional documentation

This section describes the main differences and similarities between the classic and the new Content Wizard and Form editors. The user interface for the new editors will be described in detail when the documentation is updated for the next Kofax Communications Manager product release.

The classic and new editors will co-exist for some time. Although the classic editors are still available in KCM Designer for Windows, we recommend that you switch to the new editors as they are more convenient to use.

### **The classic and the new Content Wizard and Form editors have the following in common:**

- In general, both editors have a tree view that contains all managed items. The Content Wizard manages Selection Groups, Sections, Text Blocks, Text Block Lists and Data Backbone items. The Form Editor manages Questions, Texts, and Groups items.
- In the tree view of both editors, you can easily reorder and rearrange items by dragging an element from the tree to another position. If you move the pointer over the right side of an item, you will see a drag area consisting of three horizontal lines. As a result, you can drag the item to another position within the same parent. Alternatively, you can reposition an element by selecting it and clicking one of the arrows on the toolbar.
- Similar to the classic editors, items in the new editors can be created by right-clicking an element in the tree view or by selecting "Add item" on the toolbar.

### **The classic and the new Content Wizard and Form editors have the following differences:**

- When selecting an item in the tree view, you can view and edit its properties in the View and Edit pane on the right. The classic editors additionally require you to double-click an item to open a property dialog box and edit its properties.
- When selecting an item in the tree view, the classic editors display three or more panes. In contrast, the new editors display more information without using extra panes. For example, for each tree view item, the classic editors display a small properties pane that is mostly read-only. In the new editor pane, all this information is already present and no additional panes are needed.
- The property dialog boxes of the classic editors often have multiple tabs. In the new editors, all options are visible in a single pane. To view some of the rarely required properties, expand the Show/Hide panel.
- In the classic editors, the preview function is limited and does not accurately and fully represent the actual Form conditions. In the new editors, the preview function is not required any more. For testing and verification of the Form, click Test.
- In the classic Content Wizard, you can drag Data Backbone items from the tree view pane into the Content Wizard. In the new Content Wizard, you can simply add Data Backbone items from the menu similar to the other items.