

Kofax Communications Manager

Release Notes

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The logo for Kofax, consisting of the word "KOFAX" in a bold, blue, sans-serif font.

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Table of Contents

| | |
|--|-----------|
| Chapter 1: About this release | 5 |
| Version information..... | 5 |
| System requirements..... | 5 |
| Rebranded product name..... | 5 |
| Product documentation..... | 5 |
| Offline documentation..... | 6 |
| New features..... | 7 |
| Evaluation of standard formatting functions in ComposerUI..... | 7 |
| Introduction of new API functionality..... | 8 |
| Amyuni PDF Converter updated..... | 8 |
| Enhanced interface for KCM Designer..... | 8 |
| Changes in behavior..... | 8 |
| Amyuni PDF Converter updated..... | 8 |
| Session invalidation after a password change..... | 8 |
| Chapter 2: Resolved issues | 9 |
| ContractManager deadlocked under high request load..... | 9 |
| Quick Template issue in LDAP mode..... | 9 |
| Issue with renaming folder containing Text Block List..... | 9 |
| Upgrade issue..... | 9 |
| Arbitrary authorization issue..... | 9 |
| Issues resolved in CCM 5.2.0.1..... | 10 |
| Bookmarks without a title caused ConcatPDF failure..... | 10 |
| Some bookmarks caused scripting commands to fail..... | 10 |
| Saving Master Templates with some Word versions caused errors..... | 10 |
| Chapter 3: Known issues | 11 |
| OutputManagement secondary installation upgrade failure..... | 11 |
| Actions on external changeset are applied to the project..... | 11 |
| ContractManagerOnly setup issues..... | 11 |
| Online help search issue with Internet Explorer..... | 12 |
| OdinStackObjectSQL issue..... | 12 |
| Upgrade issue if KCM Repository installed on Oracle..... | 12 |
| KCM Output Management services restarted..... | 12 |
| Semicolon invalid for B&OM database user name and password..... | 13 |
| Limitations in using the timer in Studio..... | 13 |

| | |
|---|----|
| Views in Studio may not display data larger than 8K..... | 13 |
| High DPI makes Form and Content Wizard editors non-clickable..... | 13 |
| Designer allows invalid Data Preparation Templates..... | 13 |
| Default value displayed for QForm question may be wrong..... | 13 |
| Restricted characters in object names..... | 14 |

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 5.3.0 release is identified by build number 4261.

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 5.3.0.0.0.4261.

System requirements

For information on technical requirements for hardware, server operating systems, web servers, supported word processors, compatible software and more, see the *KCM Technical Specifications 5.3* document on the [Kofax website](#) Support pages.

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 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*.

Note You should consider this section as the primary source for the KCM offline documentation procedure. The instructions in the "Offline documentation" section of the *KCM Installation Guide* are slightly different and will be updated in the next KCM release.

New features

This section lists features that are new in Kofax Communications Manager 5.3.0.

Evaluation of standard formatting functions in ComposerUI

The ComposerUI Content Wizard view applies the standard formatting functions that have been configured on fields in a Text Block. This means that ComposerUI Content Wizard shows the text block fields with the same formatting as in the produced document.

For more information, see "Format a Field" in the KCM Designer online Help.

Introduction of new API functionality

The new CCMCompatibility contract type supports ComposerUI compositions with older templates that are based on data retrieval via DIDs rather than a data backbone. This contract type allows keys and extras to be passed as arguments.

The CCMCompatibility contract type is available in the Contract Manager after installation, but it is not associated with a standard contract by default. To use this contract type, it must be added to a contract manually.

For more information, see the following documentation:

- "CCMCompatibility contract type" in the *API Guide*
- "Add a new contract type to a contract" in the *Getting Started Guide*

Amyuni PDF Converter updated

Amyuni PDF Converter is updated to version 6.0.1.1.

Enhanced interface for KCM Designer

Enhancements to the interface for Kofax Communications Manager Designer and Composer promote ease of use and consistency with other offerings in the Kofax product portfolio.

Changes in behavior

This section describes product behavior that is changed in KCM 5.3.0.

Amyuni PDF Converter updated

Amyuni PDF Converter is updated to version 6.0.1.1. Amyuni 4.0.1.2 and 5.0.0.7 are no longer included, as they are no longer supported by Amyuni.

Session invalidation after a password change

Changing the password of KCM user invalidates all sessions of that user.

Chapter 2

Resolved issues

This chapter lists previously reported issues that are resolved in Kofax Communications Manager 5.3.0, including the issues that were resolved in 5.2.0.1.

ContractManager deadlocked under high request load

Under a high Web Services request load, the ContractManager could deadlock. (1253628)

Quick Template issue in LDAP mode

The user could not create a new Quick Template version or overwrite an existing one using the ImportQuickTemplates tool in LDAP mode. In non-LDAP mode, the functionality worked as expected. (1212969)

Issue with renaming folder containing Text Block List

It was possible to rename a folder containing Text Block Lists, even if they were used in other objects. The issue led to runtime errors when composing documents. (1210909)

Upgrade issue

An upgrade from any previous version to 5.2 failed if interface level privileges were configured in the Contract Manager. The failure occurred if the privileges were added using the AddPrivilegeForApplication command with the InterfaceName and InterfaceVersion parameters in ManageCM. (1210145)

Arbitrary authorization issue

A Diagnostic Info project export imported into KCM Designer for Windows had a potential to get an arbitrary authorization of another existing project. (1057369)

Issues resolved in CCM 5.2.0.1

This section lists the key issues fixed in CCM 5.2.0.1. For a complete list that includes additional minor fixes, see the respective readme file.

Bookmarks without a title caused ConcatPDF failure

ConcatPDF with PDFLib failed for files that included bookmarks without a title. This problem was limited for ConcatPDF calls that used Processor parameter with the value PDFLib. (1242192)

Some bookmarks caused scripting commands to fail

The following core scripting commands failed to produce output when their source PDF files contained bookmarks that did not specify page coordinates in their destination:

- ConcatPDF
- MergePDF
- SecurePDF
- AttachFilesToPDF
- CopyPDF

This problem was limited to ConcatPDF calls that used a Processor parameter with the value PDFLib. (1241665, 1215688)

Saving Master Templates with some Word versions caused errors

Saving a .doc master template or including a document with recent versions of Microsoft Word 2016, caused the compile action (Create Master Template) to fail. This issue was restricted to .doc projects. .docx projects did not have this problem. (1214367, 1214367)

Chapter 3

Known issues

This chapter describes issues that you may encounter while using Kofax Communications Manager 5.3.0. Workarounds are provided, as applicable.

OutputManagement secondary installation upgrade failure

Upgrading a secondary OutputManagemenetOnly 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. (1287077)

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.ps.1.

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.

Actions on external changeset are applied to the project

When an external changeset is active, in the designer tree, the context menu actions of the project node are applied on objects in the project. They are not applied on objects in the external changeset. (1282418)

Workaround: To avoid accidentally affecting the wrong objects, do not use the context menu of the project node in the designer tree when any changeset is active. Instead, use the actions on the workflow tiles only.

ContractManagerOnly setup issues

Installing or updating KCM with the ContractManagerOnly predefined setup does not work as expected:

- An error during the installation indicates that the Contract Manager fails to initialize due to incorrect configuration. (1213964)
- An error indicates that the upgrade fails and the old version is activated. (1279054)

- The installation and the upgrade both fail to install the proxy required for correct integration with KCM ComposerUI. (1213992)

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

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. (1211541)

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

OdinStackObjectSQL issue

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. (1059617)

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

Upgrade issue if KCM Repository installed on Oracle

Loading a 5.1.1 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 5.1.1 to 5.2 or later may fail. (1058094)

KCM Output Management services restarted

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

Semicolon invalid for B&OM database user name and password

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 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. (980087)

Views in Studio may not display data larger than 8K

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

Designer allows invalid Data Preparation Templates

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. (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 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