

Kofax Unified Client for HP

Release Notes

Version: 1.2.0

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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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Table of Contents

Chapter 1: About this release	4
Version information.....	4
System requirements.....	4
Product documentation.....	4
What's new.....	4
General features.....	5
Output Manager features.....	5
Installation and management features.....	5
Supported devices.....	6
Chapter 2: Resolved issues	7
Scan progress dialog prevented other tasks.....	7
Unregistered cards did not trigger registration screen.....	7
Logins behaved unexpectedly after lost server connection.....	7
Scan Preview default values were not configurable.....	7
Chapter 3: Known issues	8
Guest user jobs tracked to unidentified user.....	8
Kofax login screen is blank when DWS and device are using different address combinations.....	8
Output Manager printing options are not localized in some languages.....	8
Device screen is stuck on “Please wait” message after cancelling the AutoStore identification screen.....	8
Release All behavior is impacted when Output Manager is set as the default workflow.....	9
Primary DWS (DWS1) is not taking over the device while DWS 4 is in an Active state.....	9
Scanned color pages number are not tracked in reports.....	9
Print job list is not scrollable on a small screen.....	9
AutoStore Windows domain is displayed in the Identification screen when a non-SSO user logs in.....	9
Pressing Home cancels scan job with Job Build option.....	10
When restoring primary DWS, secondary DWS remained active.....	10
DWS does not set Guest to applications installed on the device.....	10
With the eCopy ShareScan app, the scanning user is charged instead of the billing code.....	10
Misleading message when uninstalling after reconnecting a network cable.....	10
Color quota.....	10

Chapter 1

About this release

Kofax Unified Client for HP is a Unified Client for ControlSuite. The Unified Client for HP adds print and capture capabilities to HP devices through AutoStore, Equitrac, and Output Manager while still using device-specific features.

Please read this document carefully, as it contains information that might not be included in other Unified Client for HP documentation.

Version information

The DWS build number for Unified Client for HP 1.2.0 is 10.2.3.620.

System requirements

For information on supported operating systems and other system requirements, see the [Unified Client for HP Technical Specifications](#) document on the Kofax ControlSuite 1.2.0 [Product Documentation](#) page. This document also lists the versions of third-party software platform components that are supported for use with the Unified Client for HP. The document is updated regularly, and we recommend that you review it carefully.

Product documentation

The Kofax Unified Client for HP product documentation set consists of online help and a Technical Specifications document to assist you with installing, configuring, and using the product.

Online documentation

The full product documentation set for the Unified Client for HP 1.2.0 is available online:

https://docshield.kofax.com/Portal/Products/en_US/ControlSuite/1.2.0-370yj72vsu/ControlSuite.htm

What's new

The updated Unified Client for HP provides ControlSuite authentication, document and data capture capability and print release direct on the panel of supported HP devices.

This update provides direct Output Manager support as a single connected application, or as a combination with AutoStore.

This Unified Client is supported as part of Device Web Server (DWS) with:

- ControlSuite version 1.2 with Fix Pack 3 or later.

Or, individual server components:

- AutoStore version 8.2 with Fix Pack 3 or later.
- Equitrac version 6.2 with Fix Pack 3 or later.
- Output Manager version 5.2 with Fix Pack 3 or later.

Additional features of Unified Client for HP include the following.

General features

Supported Languages for Unified Client

The Unified Client has been updated with additional language support that now includes Catalan, Czech, Dutch, Danish, Finnish, Hungarian, Norwegian, Polish, Russian, Swedish, and Turkish.

Note AutoStore and Output Manager may not support all of the languages listed above. When a language is not supported, then the language displayed will be English.

Output Manager features

Print Release

With ControlSuite print configured with Output Manager, the Unified Client will display a print release screen that the logged-on user can use to release their pending or retained print jobs.

Print Preferences

With ControlSuite print configured with Output Manager, the Unified Client allows the user to change print preferences that have been configured on the Output Manager server before releasing their print job. Print preferences can be opened by selecting the **Change** button at the bottom right of the print release screen.

Print Job Details

With ControlSuite print configured with Output Manager, the Unified Client allows the user to view a job details screen that shows detailed information for selected print jobs. When multiple jobs are selected, the user can navigate to each job using the arrow buttons at the bottom of the screen. Job details can be opened by selecting the **Job Details** tab from the menu at the top right of the screen.

Installation and management features

IPv4 or IPv6 address support

The Unified Client and DRS can use IPv6 or IPv4 addresses to connect to the Kofax application servers. If you want to use the client in a dual stack configuration, see the ControlSuite help for limitations and requirements.

Common Access Card (CAC) support

For US Government accounts the Unified Client can use CAC for authentication so that user ID from CAC can be used within ControlSuite. In this instance, the ControlSuite authentication model would not be used.

Note Tracking data is not collected when CAC authentication is used.

Specify name of Embedded App on device home screen

The administrator can rename the application on the device home screen. This rename process will override any dynamic localization on the end point through device language localization. This configuration is handled via DRS.

Embedded installation and configuration documentation and release notes

The Unified Client for HP and associated services such as DRS are provided with a supporting set of product documentation that comprises online installation information and Release Notes.

Supported devices

The list of compatible HP FutureSmart enabled devices will be available on the online Kofax supported device matrix. The matrix can be accessed at the following URL: [MFD and Productivity Supported Devices](#).

Chapter 2

Resolved issues

Scan progress dialog prevented other tasks

1678462: The Scan progress dialog was displayed while scanning with Kofax Unified Client. This prevented the user from doing other tasks. This dialog is now removed.

Unregistered cards did not trigger registration screen

1655475: Swiping an unregistered card at an HP device with Unified Client access control did not trigger the card registration screen. This issue occurred with Authorization mode set to OFF and ON.

Logins behaved unexpectedly after lost server connection

1648852: Once the user logged in with a card swipe, if the server connectivity was lost, subsequent logins behaved unexpectedly.

Scan Preview default values were not configurable

1607514: The Scan Preview default values could not be configured in AutoStore. The Scan setting dialog box in the Unified client now show the values set in AutoStore. The “Misfeed detection” option is also added as a configurable item in AutoStore.

Chapter 3

Known issues

Guest user jobs tracked to unidentified user

1683159: If you manually log in as a "guest" user or map Guest User with User ID "guest" as the guest user account, then the scan jobs, copy job, and client-side tracking print jobs done by this user are tracked to "unidentified" user instead of the "guest" user in Equitrac reports.

Kofax login screen is blank when DWS and device are using different address combinations

1682485: In DRS, if your HP application uses a fully qualified domain name (FQDN) for DWS and an IPv4 address for the device, after performing the Install action, select the Kofax UC application to login. The device shows an empty Kofax login screen.

Workaround: Use an IPv4 address for the DWS server address in DRS.

Output Manager printing options are not localized in some languages

1681414: When you are using the HP device and the Unified Client in Catalan, Czech, Hungarian, Polish, Russian, or Turkish, and log in as an Output Manager user, the Print Settings screen is not localized for print jobs.

Device screen is stuck on "Please wait" message after cancelling the AutoStore identification screen

1681374: If the AutoStore server is enabled as the Windows Authentication type, when you log into the Unified Client for HP and you skip then cancel the AutoStore identification form, the "Please wait" message and icon remains on the device screen.

Workaround: Go to the device home page and start the Unified Client for HP application again.

Release All behavior is impacted when Output Manager is set as the default workflow

1664708: This issue occurs in an Output Manager only configuration with Release All set on the server. If multiple documents are queued for printing, after logging in, the documents begin printing and you are taken to the Follow-You-Printing screen with a partial list of the documents. When you try to print these documents, the list is cleared and nothing is available to print.

Primary DWS (DWS1) is not taking over the device while DWS 4 is in an Active state

1663340: When you are using DWS for failover for 2 devices with different orders of DWS (Device 1 uses DWS1 as the primary with DWS2, DWS3, DWS4 as backups, and Device 2 uses DWS3 as the primary with DWS2, DWS1, DWS4 as backups) and all four DWS are stopped, if DWS 4 is started and Active, and you start primary DWS1, the primary DWS1 is online but not in an Active state for the HP device.

Workaround: Stop DWS 4.

Scanned color pages number are not tracked in reports

1661187: After performing a scan, the number of color pages is not tracked correctly:

- The number of color pages is empty in Output Manager reports.
- The color pages are counted as black and white in Equitrac reports.

Print job list is not scrollable on a small screen

1660408: If you have multiple print jobs and you go to the Print-to-Me screen, you cannot view the complete list of jobs because the scroll bar is missing. This issue occurs with the FutureSmart version 5.11 of the device firmware.

AutoStore Windows domain is displayed in the Identification screen when a non-SSO user logs in

1653811: When Windows Authentication is configured in the AutoStore server and a non-SSO user logs into the HP device and launches the Unified Client for HP app, in the AutoStore Identification screen, the AutoStore Windows domain is not displayed.

Workaround: Click **Bypass** twice and then **Logout** from the Core Settings. When the user returns to the **Identification** screen, the AutoStore Windows domain is displayed.

Pressing Home cancels scan job with Job Build option

1648854: A scan with the "Job Build" option (also called multi scan) set to ON is canceled if the **Home** button is pressed during the scan. A race condition in the Firmware causes this behavior which will be fixed by HP in Firmware version 5.3.

When restoring primary DWS, secondary DWS remained active

1448658: When a device is set up for AutoStore only with AutoStore configured for no authentication, devices will not transition back to the primary DWS when connection to it is restored. In this case, DWS transition only happens when a DWS goes offline.

DWS does not set Guest to applications installed on the device

1412169: If you enabled the Standard Kofax Guest Authorization level in DRS, and you install a new application on the HP device, the new application might not receive the same Guest permissions.

Workaround: In DRS, run the Update Configuration action to apply the Guest authorization profile to the new application.

With the eCopy ShareScan app, the scanning user is charged instead of the billing code

1401481: When scanning with the eCopy ShareScan app, the scanning user is charged instead of the billing code if scan tracking is disabled on the Unified Client for HP.

Misleading message when uninstalling after reconnecting a network cable

1396608: In some uninstall scenarios where connection issues occur, DRS may report a failure message even though the device was removed. If this occurs, you can confirm that the device was removed in the DWS Web Administration page and the device's on-board Web administration page.

Color quota

For HP devices, color quota is only enforced during authentication. If you log in with no color quota, then you cannot perform color copies or prints. In-session enforcement of color quota does not happen. Note

that overall account balance does take in to consideration the cost of color transactions based on color multiplier.

Due to platform restrictions it is recommended that each user be given a minimum balance to reduce the risk of overrun.