Kofax Copitrak Edge

Release Notes

Version: 2.5.0

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KOFAX

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About this release

This document provides general information about the latest Kofax Copitrak Edge 2.5.0 software release.

Install this release

1. Download the CopitrakEdgeBundle.2.5.0.zip package from the partners.equitrac.com Web site.

2. Run one of the following commands:

   - For genuine Edge hardware or tablets running in Kiosk Mode:
     ```
     .\CopitrakEdgeBundle.2.5.2.exe LcWinHost=CSS_server_IP
     TerminalId=terminal DeviceType=KIOSK
     ```

   - For desktop:
     ```
     .\CopitrakEdgeBundle.2.5.2.exe LcWinHost=CSS_server_IP
     TerminalId=terminal
     ```

   where `LcWinHost` is the CSS server IP address and `TerminalId` is the terminal to be used.

Notes:

- Commands are case-sensitive.
- If you are installing on genuine Edge hardware or tablet, the Edge terminal automatically reboots when the Copitrak Edge software is updated with the Updater Service.
- If you are installing for Kiosk Mode using the DeviceType=KIOSK parameter, the Edge terminal prompts you to reboot when the installation is complete.
- If you are installing on desktop, you do not need to reboot after an installation.

Configuring Edge settings groups

The CopitrakEdgeBundle.2.5.0.zip file contains an updated TERMINAL_SETUP.INI.PRM file. This updated file is required for the new Copitrak Edge pull scan settings and is used by the Configuration File Manager to configure language, terminal, and user group settings options.

Before you configure the Edge settings groups, copy the new TERMINAL_SETUP.INI.PRM file into the CSS server folder (C:\ers\server, by default), and replace the existing file.

New features

Advanced scan options

A new **Advanced Options** menu provides new settings for controlling the **Brightness** and **Contrast** scan settings. You can specify the values from 1 to 100 %. Administrators can configure these controls using the Configuration File Manager on the CSS server, including providing a default value and showing or hiding different options. There are also new language settings so the UI can support multiple languages.

Desktop support

You can install this release of Copitrak Edge on Windows 10 desktops. Desktop installation supports the following workflows:

- Push scan (traditional scanning to network folders)
- Pull scan (TWAIN scanning)

On a desktop installation, you can close the application using the **Close** button (**X** in the top right corner of the screen). If a transaction is active, Edge prompts you to discard the current transaction before you can close the application. Administrators can configure the prompt text.

Improved user efficiency

In previous versions, the Copitrak Edge software was responsible for transferring scanned documents to the server. With large scan jobs (200-300 pages or more), all pages must be transferred to the server before the current user can log out and a new user can log in. It could take up to 3 or 4 minutes before a new user can run other tasks.

Copitrak Edge 2.5 now uses a new background service called "Copitrak Edge Delivery Service" to transfer scanned files to the server. The user can continue as soon as the scan has been received by the Copitrak Edge application from the TWAIN device.

Known issues

This release contains the following known issues.

Copier interface locks immediately even if PreviewEndDelay counter is set

1287740: During a scan preview, after pressing **OK**, Copitrak Edge locks the copier interface before the job is complete, canceling the remaining pages from being scanned.

Installation change leads to Kiosk Mode failure

1325411: When installing on genuine Edge hardware, if the installation folder has changed, the existing shell registry is wrong and Copitrak Edge does not load in Kiosk Mode.

To resolve this issue, run the utility in the Copitrak Edge installation folder in the following scenarios:

1. If the winlogon shell registry still points to C:\data\apps, Copitrak Edge will open, but as the wrong version.
2. If you install Copitrak Edge 2.5 over Copitrak Edge 2.4, then the default installation folder has changed. Copitrak Edge won't run and the standard Windows desktop is displayed.

This utility does not create the winlogon shell registry if it does not exist. If the shell registry does not exist or does not contain CopitrakEdge, the utility will do nothing. If the winlogon shell registry does exist and CopitrakEdge is found in it, and it is pointing to a location other than the current installation folder, it will update it and then prompt the user to reboot to complete the changes.

Run this utility while logged in as the Copitrak Edge user because the winlogon shell registry is a per user setting. In scenario 2, you must open Windows Explorer and go to the Copitrak Edge installation folder and double-click on the FixKioskRegistry.exe file. In scenario 1, log in as the administrator and enable Task Manager to run Windows Explorer while logged in as the Copitrak Edge user.

Scanner Wizard does not load the scanner.ini file when upgrading from 2.4 to 2.5

1325416: When you upgrade Copitrak Edge from 2.4 to 2.5, the Scanner Wizard does not load the scanner.ini file automatically. After installation, the green **Scan** button is not displayed. This issue occurs because Copitrak Edge 2.4 used CSDK 19.20 and Copitrak Edge 2.5 uses CSDK 20.3. The new CSDK contains rebranding updates, including an additional section in the scanner.ini file, and different file locations.

To resolve this issue:

1. Uninstall Copitrak Edge 2.4 and install Copitrak Edge 2.5.
2. Open Copitrak Edge and press **Clr > Clr > Space > Clr** to open the Admin menu.
3. Click **Scanner Configuration**.
4. The **Current Selection** field is set to **No Scanner**. Click **Next**.
5. Ensure that **Select and test scanner or digital camera** remains selected and click **Next**.
6. Select the TWAIN driver for your scanner and click **OK**, then **Next**.
7. Select **Normal Mode** but do not perform any tests. Click **Next**.
8. Click **Finish**.

When you log in as a user, the **Scan** button is displayed.

C++ Runtime is not silently installed

13236300: If the Edge Updater Service tries to update 2.4 to 2.5 and the C++ Runtime is not installed, then the installation stalls.

To resolve this issue:

1. Log out of Kiosk Mode and log in as the administrator.
2. At the prompt, install the C++ Runtimes.
3. The silent installation continues.

Scanning orientation with Xerox MFPs

Some Xerox MFPs might not scan in LANDSCAPE mode while other MFPs might not scan correctly in PORTRAIT mode. The Xerox TWAIN driver states that all orientation types are not supported. This information is also found in log files that list the scanner capabilities.

Note: A lot of TWAIN functionality depends on the capabilities of the scanner. For issues with scanning orientation, collect the logs files to view the scanner capabilities. Ricoh, Canon, and Konica Minolta MFPs support PORTRAIT and LANDSCAPE modes, however it can vary with each scanner model.

If an error occurs, review the scanner capabilities section in log files.