

# Kofax Insight

## Release Notes

Version: 6.2.0

Date: 2019-06-17

# KOFAX

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## Chapter 1

# About this release

The release notes contain late-breaking information about Kofax Insight 6.2.0. Please read this document carefully, as it contains information that is not available in other Insight documentation.

## Version information

This product is identified by build number 6.2.0.0.0.1071, as listed in the About window, which you can access from the Info panel in any Insight application (Admin Console, Multi-Tenant Console, Studio, Themes and Formats, or Data Loader). For the Viewer, this option is available in the context menu.

## System requirements

The primary source of information about Insight requirements and dependencies on other products is the *Kofax Insight 6.2.0 Technical Specifications*, which can be downloaded from the Support pages on the Kofax website at [www.kofax.com](http://www.kofax.com). The document is updated regularly, and we recommend that you review it carefully to ensure success with your Insight product.

## Product documentation

The Kofax Insight product documentation set consists of the *Kofax Insight Installation Guide*, help systems, and other documents to assist you with installing, configuring, and using the product.

### Online documentation

The product documentation for Kofax Insight 6.2.0 is hosted online:

<http://docshield.kofax.com/Portal/Products//Insight/6.2.0-lzeg55hazl/Insight.htm>

Once you install Kofax Insight, the help system is launched automatically when you click the Help icon within any Insight application.

### Offline documentation

If the security policy for your organization restricts Internet access, you can access the documentation in offline mode (without an active Internet connection) while working with Kofax Insight.

To make the documentation available for use in offline mode, obtain the documentation .zip file from the Kofax Insight 6.2.0 product package that you downloaded from the [Kofax Fulfillment Site](#). The .zip file includes both help and print folders. The print folder contains the *Kofax Insight Installation Guide*, *Kofax Insight Administrator's Guide for Azure*, and the *Kofax Insight Technical Architecture and High Availability Setup Guide*.

1. Obtain KofaxInsightDocumentation\_6.2.0\_EN.zip from the Kofax Insight 6.2.0 product package that you downloaded from the Kofax Fulfillment Site.
2. After you install Kofax Insight 6.2.0, extract the contents of the documentation .zip file to the following location:  
`<...>\Program Files\Kofax\Insight 6.2.0\HtmlInsight`
3. Start any Insight application, and click the Help icon to view the help in a separate browser window.

## Discontinued features

Effective with Kofax Insight 6.2.0, the following features are discontinued:

- Generate documentation
- KTA process import

## Chapter 2

# New features

This section describes the new features introduced in Kofax Insight 6.2.0.

## Run Insight as a container in Docker

You can configure and deploy Insight as a container in Docker for multi-tenant and single-tenant use. The Docker container is created by Insight Docker scripts that deploy Insight using the silent installer in accordance with the specified requirements and configuration settings. All Insight databases should be installed outside the Docker container. Kofax Insight 6.2.0 works out of the box with MS SQL server. Oracle and MySQL servers require additional configuration. For details, see the *Kofax Insight Installation Guide*.

## Enhanced user experience

Enhancements to the user interface for all Insight 6.2.0 product components promote ease of use and consistency with other offerings in the Kofax product portfolio. The enhancements are reflected in the color scheme, fonts, buttons, and input controls, along with the icons and branding images that support Kofax product standards.

## Handle Transient faults on Azure

On an Azure portal, you can use the Web Role settings to define the timing and number of attempts made to run a query in a transient fault situation. Also, you can use the Property Panel in Studio and Admin Console to adjust these settings. For details, see the *Kofax Insight Administrator's Guide for Azure*.

## Support for Windows Server 2019

This version introduces support for Windows Server 2019. For more information about supported operating systems and other system requirements, see the *Kofax Insight Technical Specifications*.

## Chapter 3

# Resolved issues

This chapter lists previously reported issues that are resolved when you install Kofax Insight 6.2.0, including the resolved issues introduced in fix packs released since version 6.1.0:

- [Resolved issues in Kofax Insight 6.2.0](#)
- [Resolved issues in Kofax Insight 6.1.0.2](#)
- [Resolved issues in Kofax Insight 6.1.0.1](#)

## Resolved issues in Kofax Insight 6.2.0

This section lists the issues that are newly resolved in Kofax Insight 6.2.0.

### Restricted use of data related to license permissions

It was impossible to use the loaded data if the license did not include data editor support. (1251296)

### Impossible to enter setting description on the Property Panel

In Studio, if you enabled the "Show description" option, it was impossible to enter a description in the corresponding field on the Property Panel. (1240967)

### Metric grid not exported to Excel

An unknown error occurred if you exported the selected metric grid to Excel. (1224673)

### Data load failed for a record with specific time interval

If you selected "from beginning of times to current time" parameters for a record based on a MongoDB connection and attempted to run a data load, it failed. (1223746)

### Exported project settings failed to display

Project settings exported to separate files failed to appear in the Import dialog box. (1219812)

### Point indicators not applied to the spark line component

If you added the spark line component and selected the "Show first point indicator" and the "Show last point indicator" options in the wizard, both indicators were not applied to the spark line component. (1218103)

## Error during attempt to print charts

An error occurred if you printed charts after rebooting the Insight server . (1217638)

## Label settings unavailable for editing

The text editor worked improperly if you opened Studio in Internet Explorer 11 and changed settings for a label. The fields were either blank or unavailable for editing. (1217543)

## Scheduler service terminated

The Scheduler service was terminated because of an unhandled SQL exception. (1217222)

## Time picker worked improperly for mobile time window

iOS: It was impossible to open the time picker for a mobile time window. (1216977)

## Now button not displayed

In the view calendar, if you selected the Date value as "Date time format," the Now button failed to display. (1216792)

## Unable to start WcfService

You could not start the WcfService if the C++ 2010 redistributable package had not been installed. (1216112)

## Attributes with matching names unavailable for selection

It was impossible to bind a record to multiple processes by means of attributes with matching names, because they were hidden on the Documents tree and were unavailable for selection. (1215974)

## "No filter" setting ignored

The time filter value was not ignored if you selected "No filter" in the time window on the view. Instead, a different time interval was applied. (1215751)

## Reduced performance in concurrent access situation

An exception that occurred during concurrent activity by multiple users resulted in reduced performance. (1214609)

## Standard metric values unavailable

Standard metric values were unavailable if you used one of them as a source. (1214340)

## Derived metric included in common list

In Dimension Manager, if you selected a dimension from the list, the derived metric was not included in the Inherited list and appeared in the common list instead. (1214302)

## Left indent not applied

The left indent failed to be applied to all mobile filters, which led to a trimmed appearance of the view. (1213502)

## Next and Previous buttons did not work

In Studio, the Next and Previous buttons failed to function in the mobile view. (1213477)

## Zoom option worked improperly

If you selected an interval different from the one set in the time wizard for a trellis chart, and then zoomed the chart by time, the zoom option worked improperly. (1213395)

## Dragging the view did not result in creating the view holder

You could not create a view holder by dragging the view from a different project. (1213066)

## Multiple selection option unavailable

Multiple selection using the Shift and Ctrl keys was unavailable. It was impossible to select multiple items on the Documents Tree for a record grid. (1210254)

## Property Panel automatically minimized in Internet Explorer 11

If you opened the Admin Console in Internet Explorer 11, the Property Panel was automatically minimized. (1206055)

## No records returned in the Scheduler log

On the Scheduler log tab, if you selected a record from the list and entered the exact date in the Date column, no records were returned. (1203644)

## Non-Latin characters missing from title when printed in PDF

Non-Latin characters did not appear in a component title when a document was printed in PDF format. (1194316)

## "From" and "To" dates reversed

In Data Loader, in Advanced mode, the From and To dates were reversed after the execution plan was loaded. (1194150)

## Drill-down by dimension not applied

If you created a chart with two metrics that had a different set of dimensions, and applied the drill-down by dimension for each metric, it resulted in the chart not displaying data.

## Resolved issues in Kofax Insight 6.1.0.2

This section lists the issues that were resolved in Kofax Insight 6.1.0.2.

### Deployment took an infinite amount of time

If you set the True value for the EnforceSecurity parameter, deployment of the Insight package was delayed indefinitely in Azure. (1255640)

### Autosave option enabled by default

Autosave option was enabled by default. (1254661)

### User filter not applied

The User filter value was not applied to a Filter component in PDF format. (1254590)

### Data source settings not updated

After you have imported a project, some data source settings were not updated. (1252575)

### Total row printed incorrectly

The Total row value was printed incorrectly when the grid was drilled down by columns. (1252572)

### Custom QueryTimeout not updated

The custom QueryTimeout setting was not updated after a project was imported. (1252571)

## Resolved issues in Kofax Insight 6.1.0.1

This section lists the issues that were resolved in Kofax Insight 6.1.0.1.

## Increased number of sessions

The session count increased during an automatic data load. (1237020)

## Chart printing issue

An error occurred while attempting to print a chart displayed on the dashboard. (1236443)

## Wrong default maximum length parameter

The wrong default maximum length parameter was set in an API method for a database name. (1233196)

## Language selection not saved

Language selection did not persist from one Viewer session to another. (1230780, 1231625)

## Filter not updated

If you selected a different value in the parent filter, a filter based on the translation table was not updated. (1230784)

## Pie chart and Menu component labels truncated

The improper style applied to an element caused truncation of labels for a Pie chart and Menu component. (1230783)

## Error when exporting to Excel

An unknown error occurred when exporting data to Excel in a metric grid. (1230092)

## Server failure when exporting to Excel

The Insight server failed to export a large amount of data to Excel. (1224810)

## Bookmark error

The Authentication setting caused a bookmark error. (1223755)

## Scheduler service stopped running

If you restarted the Oracle server, the Scheduler service unexpectedly stopped running. (1221535)

## File name displayed improperly

If you used the Export to Excel option to export a file, the file name was displayed with a plus symbol instead of a space. (1218752)

## View not displayed

The View from a different project was not displayed. (1218504)

## Sessions not deleted

High availability: Sessions were not deleted from the Sessions table after logout. (1217965)

## Chapter 4

# Known issues

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

## Some logs not saved

Azure: Not all logs are saved during the data load. (1287193)

## Impossible to select a column in charts

When using Microsoft Edge on a Surface Pro 3, it is impossible to select a column in charts to filter and to drill down. (1274951)

## Unable to connect to the Web Role instance

Azure: If the Enhanced security configuration is enabled, you cannot connect to the Web Role instance through Remote Desktop Protocol. (1198771)

**Workaround:** Reboot the instance.

## Drilldowns out of order after export to Excel

If you attempt to export a grid with multiple breakdowns in a column to Excel, the drill downs are out of order. (1147989)