

# Kofax Communications Manager

## Release Notes

Version: 5.4.0

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The KOFAX logo is rendered in a bold, blue, sans-serif typeface. 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 5.4.0 release is identified by build number 5489.

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 5.4.0.0.0.5489.

## 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 [Kofax Communications Manager documentation site](#).

## Product documentation

You can access the full Kofax Communications Manager documentation set for version 5.4.0 using the following link:

<https://docshield.kofax.com/Portal/Products/KCM/5.4.0-cli2a1c07m/KCM.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 downloaded from the [Kofax Fulfillment Site](#).

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

- `KofaxCommunicationsManagerDocumentation_5.4.0_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_5.4.0_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 the English documentation .zip file to:

```
<deploy root>\<Tomcat installation folder>\Tomcat <version>\instance-  
WebDesigner-5.4\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-5.4\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\5.4\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 5.4.0.

### Support for installing KCM on Docker

Kofax Communications Manager 5.4.0 includes Docker files that can be used to create KCM images from a Windows base image with the installed software prerequisites. These KCM images can be created for the Contract Manager and instances. Docker files use new, independently executable installation programs that install the same software as the classic installer. Docker installation does not require configuration of infrastructure or database.

For more information, see the *Kofax Communications Manager Installation Guide*.

## Automated installation of Docker containers

Docker containers with running KCM instances can be deployed from the Docker images. During installation, the containers are configured completely by their entry point processes so that no further configuration of the instance is required. This process also connects the instance to its database and registers it on the Contract Manager.

The deployment configuration consists of SSL configuration, authorization, and authentication for the Contract Manager. For the instances, it consists of partner, customer, database, and license. The deployment configuration can be passed by environment variables or directly.

## Development support for KCM instance configuration

When a KCM instance is installed on Docker, a number of command line configuration tools are available to configure, compile, and deploy KCM settings. These command line tools operate on a running Docker container and are available for Docker containers as well as for regular installations.

For a list of configuration tools and their description, see the *Kofax Communications Manager Getting Started Guide*.

## Export configuration from Docker containers and regular installations

With the new `ExportInstanceConfiguration` and `ExportContractManagerConfiguration` tools, you can transfer data and configuration of the KCM instance or the Contract Manager to a newly deployed Docker container.

For more information, see the *Kofax Communications Manager Installation Guide*.

## Ability to change repository database

The new `ChangeInstanceDatabase` tool enables a KCM instance to switch to a different repository database.

For more information, see the *Kofax Communications Manager Installation Guide*.

## Contract Manager without dependency on external database

The Contract Manager no longer requires an external database. This enhancement applies to the Docker containers and regular installations. As a result, the user does not need an additional SQL Server installation in an Oracle environment.

## Integration with Kofax SignDoc

The integration with Kofax SignDoc is now based on SignDoc REST API version 6.

For more information, see the *Kofax Communications Manager API Guide*.

## Support for TLS 1.2 database connections

Starting with Kofax Communications Manager 5.4.0, TLS version 1.2 database connections are supported for SQL Server and Oracle environment. It ensures the secure connection from a KCM component to external databases, including installation of KCM software and initialization of these external databases.

## Compart DocBridge Mill Toolkit update

In Kofax Communications Manager 5.4.0, the default Compart DocBridge version used for Batch & Output Management is 2.5.2020.8. With the 5.4.0 release, two new versions of the Compart Docbridge library are introduced: 2020.8 and 2020.5.

## Changes in behavior

This section describes product behavior that is changed in KCM 5.4.0.

### Connection string parameters changed

Previously, some connection string properties, such as the driver and the name of the database, were not hard-coded in the KCM installer and were presented by the `Database!Host` and `Database!Prefix` parameters. In this product version, new parameters containing the entire connection string, `Database!Type` and `Database!ConnectionString`, are introduced, and pre-existing parameters, `Database!User` and `Database!Password`, are updated.

For more information, see the *Kofax Communications Manager Installation Guide*.

### Deployment parameters for regular server installations changed

Starting with Kofax Communications Manager 5.4.0, the following deployment parameters for regular server installations are no longer used in the product:

- `Database!Host`
- `Database!Prefix`
- `Database!CmdClient`
- `Database!ServerName`
- `Database!Port`
- `RepDB!Type`
- `RepDB!ConnectionString`
- `RepDB!Password`
- `RepDB!Prefix`
- `OMDatabases!Type`
- `OMDatabases!ConnectionString`
- `OMDatabases!Password`
- `OMDatabases!Prefix`

## New parameters for Batch & Output Management added

With the new deployment parameters developed in Kofax Communications Manager 5.4.0, you can specify the required data to connect to the Batch & Output Management database. The following additional parameters for Batch & Output Management are introduced:

- OMRepositoryDB!ConnectionString
- OMRepositoryDB!User
- OMRepositoryDB!Password
- OMRuntimeDB!ConnectionString
- OMRuntimeDB!User
- OMRuntimeDB!Password

For more information, see the *Kofax Communications Manager Installation Guide*.

## Chapter 2

# Resolved issues

This section lists previously reported issues that are resolved in Kofax Communications Manager 5.4.0. 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.

## Data Backbone deserialization failure

**1512559:** In KCM Designer, if a data structure of a Data Backbone contained a data structure element with the same name as its parent, the serialization error occurred. As a result, the Content Wizard displayed no content and could not be opened with the new Content Wizard editor.

## Word-based library caused errors

**1510198:** In KCM Designer, if a project used an old-style Word-based library with a coding error, the resulted document was blank and contained an error.

## Conversion from PDF to XPS failed

**1501559:** In Batch & Output Management, PDF documents intermittently failed to convert to XPS. An error message [ErrorCode: 1] appeared during the XPS conversion process. The failure occurred if B&OM processed Document Pack Templates with a static PDF file in one of its slots.

**Note** The issue is resolved by the Compart DocBridge version 2.5.2020.8.

## CID fonts intermittently led to incorrect conversion

**1467428:** When converting PDF documents to XPS in Batch & Output Management, the error messages [ErrorCode:4] and [ErrorCode: 8] appeared during the conversion process. In some cases, the failure occurred when converting PDF files with embedded CID fonts.

**Note** The issue is resolved by the Compart DocBridge version 2.5.2020.5 and later.

## Issues in B&OM documentation

**1466579, 1443912** : In the *Kofax Communications Manager Batch & Output Management Getting Started Guide*, the conversion parameters of the ConvertOptions property, such as ROTATE\_LANDSCAPE, were not described.

The "Troubleshooting" section in the *Kofax Communications Manager Installation Guide* did not mention that the Compart DocBridge Mill reports required the configuration of the CMap files when converting from PDF documents to XPS.

## Incorrect behavior of Content Wizard editor

**1454713**: In KCM Designer, if a Data Backbone referred to a Field Set outside the project, the Content Wizard editor erroneously displayed an empty output. As a result, the existing Content Wizard could not be modified and a new Content Wizard could not be added.

## Executing Master Templates with ITPRUN caused error

**1444032**: The core scripting ITPRUN command running in the Contract Manager failed to execute a Master Template when its Form used an interactive feature with level 1 or higher.

## Incorrect display of Text Blocks in ComposerUI

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

## Renaming object in Studio caused issues

**1432411**: When the Process object was renamed in KCM Studio, the Windows Service Host still used the old name. The inconsistency prevented the MonaLisa script from accessing the name of its executing Process.

## Incorrect behavior of some conditional slots

**1379586**: In the Document Pack Template editor, some date and time conditions had incorrect descriptions for non-English languages.

## Number value displayed for QForm question was incorrect

**1330364:** A QForm question in the Content Wizard displayed by ComposerUI for HTML5 sometimes showed an incorrect number value. If the user selected a non-standard language code as an output language, such as DAN, FRS, HUN, POL, PTG, SVE, and it had a thousand separator that was different from the English version, the format of the resulted output was incorrect.

## Issues in documentation on export and import

**1325017, 1286000:** *Help for KCM Designer* did not indicate that the export mechanism is not intended to be used simultaneously by multiple users. For example, if two users perform an export at the same time, they both will get the export that was started last.

The *Kofax Communications Manager Core Scripting Language Guide* did not mention that the `RepositoryImportProject` command can be used to import only one project at a time.

## Some pre-Document Pack Templates not supported

**1317026:** In KCM Designer, it was not possible to view or edit some of the pre-Document Pack Envelope Templates containing multiple non-cover-letter slots. An error occurred due to CCM 5.1 and later not supporting any pre-Document Pack Templates created or edited in CCM 4.5 or earlier.

## ComposerUI failed when element got broken and recreated

**1313453:** In KCM ComposerUI, interactive document composition runs are rendered inside a dedicated element on the page. If this element got destroyed and then recreated between two Document Pack Template-based composition runs, the second run failed.

## Repository Server connection failure caused issue

**1307375:** If a Document Processor did not correctly register its repository under a high load, a KCM Repository connection error occurred indicating a problem with the validation ID during composition.

## Office update caused Toolbox for Word failure

**1304224:** 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.

## Uninstallation caused removal of environment variable

**1293490:** Removing an inactive installation resulted in the removal of the CCM\_OM\_BIN environment variable used by the active installation.

## OutputManagement secondary installation upgrade failure

**1287077:** Upgrading a secondary OutputManagementOnly computer did not work as expected. The upgrade failed with an error indicating that the Output Management content could not be transferred. After this error, the old version was reactivated.

## ContractManagerOnly setup failed to install proxy

**1213992:** Both the installation and the upgrade failed to install the proxy required for correct integration with KCM ComposerUI.

## Missing UI translation in Cleanup project setting

**1108590:** When clicking the Cleanup project action in KCM Designer, the appeared confirmation dialogue was not fully translated.

## Chapter 3

# Known issues

This chapter describes issues that you may encounter while using Kofax Communications Manager 5.4.0. The workarounds are provided, as applicable.

## Text Block history view does not work as expected

**1517336:** The Text Block history view in KCM Designer does not display the content of selected revision. Instead, it displays the most recent version.

**Workaround:**

To view the content of earlier revisions, use KCM Designer for Windows. It can be installed by running the KCM Designer for Windows setup.exe file located in `Work\5.4\<instance number>\designer\client`. For more information, see the *Kofax Communications Manager Repository User's Guide*.

## Double quotes not supported in export and import commands

**1501154:** When using the `ConfigureInstance` tool to export and import the global constant values with double quotes, the double quotes are replaced with single quotes. As a result, the values stored in `dp.ini` after being imported or exported look different.

**Workaround:** Re-add double quotes after importing the global constant values manually.

## Documents with phonetic guides not supported

**1418880:** Microsoft Word documents that contain phonetic guides (Ruby text) in the 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.

## Repeated use of DocToPDF leads to resource error

**1341520:** The repeated use of the DocToPDF command during a call to the "Rendition" processor leads to the following error:

Not enough memory resources are available to process this command

**Workaround 1:** Restart the affected Document Processor. After that, DocToPDF can be run again for a number of times until the resource depletion.

**Workaround 2:** For conversion purposes, use Microsoft Word instead of the Rendition engine.

## Online help search issue with Internet Explorer

**1211541:** When using Internet Explorer to access *Help for KCM Designer*, the search function may fail for search strings that contain non-ASCII characters, such as German characters ä, ö, ü. 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.

## 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 KCM 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