

# Kofax Communications Manager

## Technical Specifications

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

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# Document revision history

Date	Revision	Description
September 10, 2020	1.0	Initial version

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## Chapter 1

# About KCM Technical Specifications

Kofax Communications Manager is an enterprise class solution that empowers business users to easily create and manage communications and documents, such as policies, claims, bank statements, and other business correspondence across multiple channels, with minimal IT effort. It does this by generating relevant and personal outbound communication and documents, which are delivered through e-mail, print, portal, and other channels. The technical specifications in this document are specific to Kofax Communications Manager, version 5.4.0.

This document provides the requirements for the following parts:

- Kofax Communications Manager, server side
- Kofax Communications Manager, content editors
- Kofax Communications Manager, users

# Product requirements

## Kofax Communications Manager, server side

This part describes the software that runs on a server or in a Docker container to provide the content management, document composition and output management capabilities of Kofax Communications Manager.

Specification	Description
<b>Hardware</b>	<p>We recommend 4 CPUs, at least 4 GB of RAM and 50 GB or more free hard disk space.</p> <p>If the Batch &amp; Output Management components will be used, then the required free disk space increases to at least 200 GB.</p> <p><b>Note</b> The actual required disk space is dependent on the number of requests processed by the Batch &amp; Output Management components.</p>
<b>Server Operating Systems</b>	<ul style="list-style-type: none"> <li>• Microsoft Windows Server 2012</li> <li>• Microsoft Windows Server 2012 R2</li> <li>• Microsoft Windows Server 2016</li> <li>• Microsoft Windows Server 2019</li> </ul> <p><b>Note</b> Deployment of the server side on a client version of Microsoft Windows is not supported.</p>
<b>Web Servers/Web Application Servers</b>	<ul style="list-style-type: none"> <li>• Tomcat 7.0 (64-bit)</li> <li>• Tomcat 8.5 (64-bit)</li> <li>• Tomcat 9 (64 bit)</li> </ul> <p>Tomcat should be installed using the Windows Installer. The Service Startup option should not be checked during the installation.</p>
<b>DBMS</b>	<ul style="list-style-type: none"> <li>• Microsoft SQL Server 2012</li> <li>• Microsoft SQL Server 2014</li> <li>• Microsoft SQL Server 2016</li> <li>• Microsoft SQL Server 2017</li> <li>• Microsoft SQL Server 2019</li> <li>• Oracle 11g</li> </ul>

Specification	Description
	<ul style="list-style-type: none"> <li>• Oracle 12c</li> </ul> <p>If Microsoft SQL Server is used as the database, then Microsoft SQL Server Command Line Utilities have to be installed as well in case the database is not installed locally.</p> <p><b>Note</b> 64-bit DBMS drivers are not supported for DID connections. These drivers must be configured as the 32-bit DBMS drivers.</p>
<b>Required 3rd Party Technologies</b>	<ul style="list-style-type: none"> <li>• A version of the .Net Framework 4.x that is supported by Microsoft</li> <li>• Oracle Java Runtime Environment 8 (64-bit)</li> <li>• Powershell V2 and onwards</li> <li>• Microsoft Visual C++ 2015 Redistributable Package</li> </ul>
<b>Word Processor Support - Regular on-server installation</b>	<ul style="list-style-type: none"> <li>• Microsoft Word 2013 (64-bit)</li> <li>• Microsoft Word 2016 (64-bit)</li> <li>• Microsoft Word 2019 (64 bit)</li> </ul> <p><b>Note</b> Microsoft Word has to be installed including VBA support.</p>
<b>Word Processor Support - Installation on Docker image</b>	Microsoft Word is not supported on Docker.
<b>Word Processor File Format - Regular on-server installation</b>	<ul style="list-style-type: none"> <li>• Microsoft Word DOC format (Word 97-2003 Document)</li> <li>• Microsoft Word DOCX format (default XML-based file format)</li> </ul>
<b>Word Processor File Format - Installation on Docker image</b>	<ul style="list-style-type: none"> <li>• Microsoft Word DOCX format (default XML-based file format)</li> </ul>
<b>Compatible Kofax Software</b>	<ul style="list-style-type: none"> <li>• Kofax TotalAgility 7.5</li> <li>• Kofax TotalAgility 7.6</li> <li>• Kofax TotalAgility 7.7</li> <li>• Kofax TotalAgility 7.8</li> <li>• Kofax SignDoc 2.1</li> <li>• Kofax SignDoc 2.2</li> </ul>
<b>Virtual Systems</b>	You can deploy Kofax Communications Manager on virtual machines running on operating systems mentioned above. The virtual environments must be correctly configured.

Specification	Description
<b>Virus Scanners</b>	<p>Virus scanner activities can have adverse effect on Kofax Communications Manager environments, resulting in reduced performance or termination of critical transactions.</p> <p>To avoid disruption to operations, you must verify the effective range of virus scanner activity so that there is a minimum impact on Kofax Communications Manager environments.</p>
<b>Supported font formats for Batch &amp; Output Management</b>	<ul style="list-style-type: none"> <li>• TrueType</li> <li>• OpenType</li> </ul>

## Kofax Communications Manager, content editors

This part describes the editors to maintain the content used for document composition in Kofax Communications Manager.

Specification	Description
<b>Client Operating Systems</b>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7 (32-bit or 64-bit)</li> <li>• Microsoft Windows 8.1 (32-bit or 64-bit)</li> <li>• Microsoft Windows 10 (32-bit or 64-bit)</li> </ul>
<b>Word Processor Support</b>	<ul style="list-style-type: none"> <li>• Microsoft Word 2013 (32-bit or 64-bit)</li> <li>• Microsoft Word 2016 (32-bit or 64-bit)</li> <li>• Microsoft Word 2019 (32 bit or 64 bit)</li> </ul>
<b>Word Processor File Format - In combination with regular on-server installation</b>	<ul style="list-style-type: none"> <li>• Microsoft Word DOC format (Word 97-2003 Document)</li> <li>• Microsoft Word DOCX format (default XML-based file format)</li> </ul>
<b>Word Processor File Format - In combination with server installation on Docker image</b>	<ul style="list-style-type: none"> <li>• Microsoft Word DOCX format (default XML-based file format)</li> </ul>
<b>Web Browser Support</b>	<ul style="list-style-type: none"> <li>• Internet Explorer 11 (32-bit or 64-bit) <ul style="list-style-type: none"> <li>• Installing the optional ActiveX control for Microsoft Word integration requires the .Net Framework 3.5</li> </ul> </li> <li>• Microsoft Edge</li> <li>• Google Chrome (stable channel)</li> <li>• Mozilla Firefox ESR (current version 68 tested)</li> </ul>



Specification	Description
<b>Languages Supported</b>	KCM Designer, as well as the KCM Designer Online Help, is available in the following languages: <ul style="list-style-type: none"><li>• English</li><li>• Dutch</li><li>• French</li><li>• German</li><li>• Italian</li><li>• Brazillian Portuguese</li><li>• Spanish</li><li>• Japanese</li></ul>

## Kofax Communications Manager, users

This part describes the components that end-users need to interactively compose documents with Kofax Communications Manager ComposerUI for HTML5.

Specification	Description
<b>Web Browser Support</b>	<ul style="list-style-type: none"><li>• Internet Explorer 11 (32-bit or 64-bit)</li><li>• Mozilla Firefox ESR (current version 68 tested)</li><li>• Google Chrome (stable channel)</li><li>• Microsoft Edge</li></ul>