

# **Kofax Front Office Server**

4.1.0

Release Notes



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# New Features

This release provides the following new product features in 4.1.0. For more detailed information on these features, see the Kofax Front Office Server documentation.

## Version Information

Kofax Front Office Server 4.1.0 is identified by build number 4.1.0.0.1817, which appears in the About window.

## Administration Console and Thin Client

The Administration Console and Thin Client have been updated in this version:

- In the Thin Client, settings for scanning can be saved.
- Also in the Thin Client, display options set for the Active Jobs and Job History lists are retained when you close the Thin Client. If the Thin Client times out, you are prompted to save changes you made to display options.
- Support for additional Web browsers, including Chrome and Firefox running in Windows.
- Toolbar buttons have been updated to a new design.

## Destinations and Shortcuts

Kofax Front Office Server adds support for these destinations and provides additional options.

- Submitting jobs to most CMIS-compliant destination, including SharePoint. Users can dynamically select where documents are stored.
- You can specify a page size for each destination and shortcut.
- Shortcut definitions now have version numbers that Kofax Mobile Capture can use to identify updates. An indicator can also be passed to Kofax Mobile Capture to specify shortcuts that have field-level validation on the server.

## Developer Resources

The following enhancement was added to improve the technical capabilities of Kofax Front Office Server and provide for additional customization.

- A RESTful API, which is a lightweight platform that makes customization easier. An API reference and sample code are located in the `DeveloperResources` folder.

The original Web Services Connector is still provided and supported.

## Devices

Kofax Front Office Server offers the following improvements in device support:

- Support for Kyocera MFPs.
- Support for HP OXPd 1.6.
- WebDAV support for Konica Minolta.
- Xerox MFPs can send data using an HTTP/HTTPS connection. An FTP server is no longer needed.
- Software and documentation for MFP models can be downloaded from the Administration Console.
- In the Administration Console, select Devices and then select the Device VRS Settings Mapping tab to link .ini files containing vendor and model-specific settings to devices.
- Logs are generated for each connected device and stored on the server.

## Image Processing

The following features were added for image processing:

- The original image can be saved so that you can compare images before and after image processing.
- Advanced image processing settings can be defined for destinations and shortcuts.

## Installation

The following changes were made to installation:

- A web site and port can be selected for Kofax Front Office Server during installation.
- IIS installation and configuration can be skipped if you prefer setting up IIS yourself.
- You have the option of installing OpenAPI application for Konica Minolta during installation.
- Updates of third-party components, including ABBYY 11 and Kofax Web Capture Service 2.0.0.306.



# Resolved Issues

This chapter lists previously reported issues that are now resolved.

## Administration Console

### Error when Opening the Administration Console

If the user imported a batch class from another server, upon opening the Administration Console, the following error occurred: "Item has already been added. Key in dictionary: '<number>' Key being added: '<number>' with <number> associated with a batch class identified in the batchcat.xml file. (324470)

## Destinations and Shortcuts

### Add Simplex and Duplex Scanning Option to Shortcuts

The Scan Settings tab for a shortcut now includes the Sides field for selecting single-sided or double-sided scanning. (15190)

### Need Option to Display Shortcuts on MFPs and the Thin Client

When a shortcut was added to a user profile, it was visible on both the MFP and the Thin Client. Administrators now have the option to display the shortcut on either the MFP or the Thin Client. (23612)

### Issues with Scanning PDFs to Folder

The following issues were reported when scanning images to a folder in PDF format:

- Color images were converted to black and white and text. (283290)
- When using the Text under Image option, the PDF always had text over the image. Color images also had poor image quality. (283292)
- The resolution was always 96 dpi regardless of the resolution selected. (122130)

### Setting Did Not Export Correctly with Color Documents

When a destination was configured to export in color, documents were still exported in grayscale. This was detected with folder, email, and SharePoint destinations. (15189)

## Devices

### **Canon MFP Guide Missing Uninstallation Instructions**

Uninstallation instructions were added to the *Kofax Front Office Server Administrator's Guide for Canon MFP*. (517246)

### **Destination and Shortcut Names Blank on HP and Xerox MFPs**

On HP and Xerox MFPs, destination and shortcut name appeared blank on the screen, but they could be selected to display the setup window. Only Log On and Scan History appeared on the main window. (23445)

### **English Text Appeared When HP MFPs Set to Portuguese**

If the display language of an HP MFP was set to Portuguese or Brazilian Portuguese, English text sometimes appeared in the user interface. (12194)

### **Error Prevented Job Submission on MFP Emulator**

Jobs could not be submitted on the MFP emulator because of an invalid validation error. (284205)

### **Fujitsu Secure Scan Client Locked Up**

Removing the CAC card from the reader while the device was scanning caused the client application to lock up and require a restart. (34415)

### **Jobs Not Picked Up from FTP Folder when Sent from Xerox Phaser 3635**

Jobs sent from a Xerox Phaser 3635 MFP were not picked up from the FTP folder by Kofax Front Office Server because the extension of the metadata file, .xst, was lowercase instead of uppercase. (11937)

### **Konica Minolta Devices Require Support for Single Sign-On**

Konica Minolta devices now support single sign-on without the need of third-party software. (327885)

### **Non-English Numeric Field Issue on Ricoh MFPs**

If a Ricoh MFP was set to a language other than US English, double and float fields with decimal digits in Kofax Capture did not format numbers correctly. For example, 3.14 became 314. (13625)

### **OK Button Not Visible**

On Ricoh 1107 MFPs, the OK button was not visible on the Scan History List. (372441)

## Restricted Access to Client Settings for Canon MFPs

Users who are not administrators can no longer change the settings of shortcuts. (15192)

## Shortcut Were Not Visible

When using a Fujitsu N1800 device with firmware version ss001 01.07.01.0003 S11-06, no shortcuts were displayed on the device. (451512)

## Slow Transfer of Color and Grayscale Images from MFP

Slow speeds were reported when transferring color and grayscale images from an MFP to Kofax Front Office Server. (310914, 354015)

## User on Two Domains Prevented MFP Logon

If two domains were used in a two-way-trust relationship, an “Invalid User” error occurred when a user on both domains attempted to log on to an MFP. (316058)

## Wrong Value for Scan Operator’s User ID

When scanning from an MFP with the Send To Me option and then submitting a document to a shortcut from the Thin Client, the value of the “Scan operator's user ID” was set to the computer name, not the MFP device name as expected. (11765)

## Processing

### Incorrect userID when Scanning Coversheets

When scanning a job with a coversheet, the userID from the MFP (either the logged on user or anonymous if the user did not log on) was passed on instead of the userID encoded on the coversheet. (119032)

### Kofax Front Office Server Service Outage

The Kofax Front Office Server service periodically stopped because of a setting in Kofax.KFS.Service.exe.config. When a MFP attempted to connect to the server, the following error appeared on the front panel: “Unable to connect to the server because the disk on the server is full or there is a problem with the network or server configuration.” (315506)

### Parameters of the ValidationErrorException Not Used

When using a validation script and throwing a ValidationErrorException, the ErrorMessage and oActiveIndexField parameters of the exception were ignored. (313892)

### ScanUserID and ScanStationID Did Not Match

The values of the ScanUserID and ScanStationID did not match when submitting batches from different clients at the same time. (23617)

## **Throwing ValidationErrorException in DocumentPostProcessing Event Fails**

When using a Validation script with a shortcut, throwing a ValidationErrorException in the DocumentPostProcessing event resulted in a Web service exception. This happened when using the Kofax.AscentCapture.NetScripting interface. (313891)

## **Thin Client and Local Client**

### **Cannot Log On to Thin Client**

A license error with Kofax Capture 9 prevented users from logging on to the Thin Client. (284203)

### **Date Format Hardcoded**

The date format used by the Thin Client could not be changed. Users can now select the date format or use the default for the language in the Settings window. (23461)

### **Thumbnails Appears with Red Xs**

When using Kofax Front Office Server in a clustered environment with an F5 BigIP load balancer that was not configured to use sticky sessions, thumbnails appeared with red Xs. (342872)

### **Timeout Caused Object Error**

An Object Error occurred if the user clicked anywhere on the Index Panel before clicking Submit after the session had already timed out. No indication of the timeout appeared until the user clicked Submit. (100734, 100735)

# Known Issues

This chapter contains information about potential issues that you could encounter while using Kofax Front Office Server 4.1.0. Workarounds are provided, as applicable.

## Administration Console

### Access to Job Notes Incorrectly Removed

If you remove the Document Note setting from Thin Client permissions, users will not be able to click the Job Notes button. This prevents them from renaming a job, even if they have rights. (12395)

### Administration Console Issues with Internet Explorer 8 Enhanced Security Mode

If you attempt to use the Administration Console with Internet Explorer 8 with Enhanced Security Mode selected, user interface elements may not display as expected. (11848)

**Workaround:** Turn off Enhanced Security Mode.

### Browser Lags When Associating a Large Number of Devices

If you are associating a large number of devices (approximately 30,000) with profiles in the Administration Console, you may experience delays when selecting a device or scrolling through the list. (10804)

### Conflict with Administration Console Keyboard Shortcuts

In the Administration Console Transaction Review screen, the keyboard shortcut for restarting transactions (Ctrl+Shift+P) conflicts with the browser's shortcut for starting private mode. (13187)

### Error When Deleting a Destination Associated with a Personal Shortcut

If you attempt to delete a destination that has personal shortcuts associated with it, you will get an "Operation failed" error. (12887)

**Workaround:** In the Administration Console, first delete the group shortcuts associated with the destination. Then, delete the destination.

## Only One Language Used for OCR

If you enable the Allow User to Override Export Settings setting for a destination, users can only use one language for OCR. If users select more than one language, only the first selected language is used. (13647)

## Single Sign-On Generates Error

If you enabled Integrated Windows Security in the Administration Console, an error occurs when you attempt to start the Administration Console or Thin Client using localhost in the URL. The “Internet Explorer cannot display the webpage error” appears. (557770)

**Workaround:** Change the URL in the browser by replacing localhost with the Kofax Front Office Server host name or IP address. If the Windows Security window appears, enter a valid domain account and password. Refresh the browser, and you are logged on to Administration Console or Thin Client.

## Destinations

### Cannot Export to the SharePoint Root Folder

When selecting a folder for sending document to a SharePoint destination, there are only options for selecting a subfolder or creating a new folder. Documents cannot be exported to the root folder. (554447)

### CMIS Does Not Perform Minor Versioning

If minor versioning is enabled on the destination (like SharePoint), CMIS still creates major versions. (549090)

### CMIS Search Option Only for Shortcuts

The CMIS search option is only available for shortcuts. It is not available when sending jobs from destinations. (549078)

**Workaround:** Create a shortcut for CMIS destinations where you want to use the search feature.

### Invalid Numbers for a Numeric Field Do Not Cause Error

When configuring an index field for a Kofax Capture destination, if the field requires a limited number of digits including a decimal (like 5,3), an error is expected when a user enters an invalid number. However, no error appears when a user enters an invalid number. The job can be sent to the server, and it fails when the batch goes to Kofax Capture Validation. (555415)

## Macro Not Expanded in Email Shortcut at MFP

At the MFP, the macro "{Current Date}-{Current Time}-{Current User Name}" is not expanded in an email shortcut. Even so, documents can still be sent successfully, and the macro is expanded in the final email message. (12419)

## Submit to SharePoint Fails if Folder Does Not Exist

If you attempt to submit a job to SharePoint, it will fail if the destination folder does not exist. The following error appears in the KFS.log file (12965):

```
ERROR Kofax.KFS.Queue.Jobs.JobWorkItem - Cannot export to destination!
Kofax.SharePoint.Connector.InvalidFolderNameException: Invalid folder name
    at Kofax.SharePoint.Connector.Connector.UploadDocument(IBackendDocument document)
```

**Workaround:** Before submitting jobs to a SharePoint folder, make sure that it exists and that no one has deleted it.

## Developer Resources

### Need Information on Setting the Locale for Kofax Capture

The Kofax Front Office Server API references do not have information about setting the locale in Kofax Capture. (547597)

### Web Services Reference Incorrect

The Kofax Front Office Server Web Services Reference included with Kofax Front Office Server 4.1 is incorrect. See the Kofax Support page for the correct version of the Kofax Front Office Server Web Services Reference. (558424)

## Devices

### Automatic Logout Occurs on Ricoh 7.x Devices with CAC Authentication

On Ricoh devices, automatic logout should not occur during scanning. This works properly on Ricoh 4.x and 5.x devices. On Ricoh 7.x devices with CAC authentication, automatic logout still occurs during a scan. (10692)

### Cannot Exit Scan History on Konica Minolta C35 MFPs

After a series of steps on a Konica Minolta C35 MFP, it is possible to be in the Scan History window with no way to exit. This happens when you view the details of an entry in the Scan History window, press Close and then Cancel to leave the window, and then view Scan History again and press Cancel. The Scan History window remains in view without the Cancel button. (10792)

## Cannot Send a Large Job from HP MFP

When scanning a large job (around 50 pages) at a high resolution (400-600 dpi) on an HP MFP, the job fails to be sent to its destination and no error appears. This was reported on an HP CM3530 MFP. (10608)

**Workaround:** Break up the job into smaller groups with 15 or fewer pages.

## Connecting Screen Flashes on Ricoh Aficio MP C2500

If Kofax Front Office Server is the only extended feature on a Ricoh 2500 MFP, and one shortcut exists, a connecting screen will flash several times because the client software keeps reconnecting. (12853)

## Documents Lost Because of Encryption Error on Some Konica Minolta Models

When using image transfer encryption on Konica Minolta bizhub models C353, C550, and 552, files may fail to appear in the Inbox. The following error appears in the API log (11638):

```
ERROR [http-0.0.0.0-8443-1][helper.JobStatusRptHelper] Fail processing scanned file  
org.bouncycastle.crypto.InvalidCipherTextException: pad block corrupted.
```

**Workaround:** In the `mfp.konica_minolta.properties` namespace, set the `enable.image.encryption` property to 2 to disable it. Information on locating and modifying the file is in the *Kofax Front Office Server Administrator's Guide for Konica Minolta MFPs*.

## Fujitsu Server Fails to Update the Port Number

When changing the server settings for a secure or unsecure connection for the Fujitsu, the port number does not update. For example, when changing from HTTP to HTTPS, the port number remains the same. (549834)

## Fujitsu Single Sign On Does Not Pass Domain Name

The Fujitsu N1800 single sign on feature does not pass the domain name to Kofax Front Office Server. This may cause the wrong user account to be authenticated or authentication to fail.

If a user profile in Kofax Capture has the same user name as a domain user account, Kofax Front Office Server logs on using the Kofax Capture user profile even if the password is different from the domain user account.

If you have multiple domains in your network environment, such as parent/child domains, single sign on authentication may fail if you do not specify the domain when logging on to the Fujitsu device. (11813)

**Workaround:** Specify the domain when logging on to the Fujitsu device. Also add users to Kofax Capture as linked users. Do not create a new user profile on Kofax Capture with the same name as a domain user.

## Jobs Not Sent from HP When HTTPS Is Not Enabled on IIS

If HTTPS is not enabled on IIS, HP MFPs with OXPd 1.6 cannot send jobs to any destination. The job status is shown as "Success," but the job does not appear in the scan history, and it



does not arrive at its destination. This problem occurs even when the HP is connected with HTTP. This problem does not occur when IIS has HTTPS enabled and on HP MFPs with OXPd 1.4. (558752)

**Workaround:** Either make sure that the IIS server has HTTPS enabled or remove the following from the web.config file:

```
<endpoint address="" binding="customBinding" bindingConfiguration="OxpdSecureBinding"
  contract="OXPd.Service.Scan.IScanServiceCallback" listenUriMode="Explicit" />
```

### **Kofax Client Exits on Xerox 3635**

While scanning a large number of pages on a Xerox 36325, the Kofax client application exits. (553952)

### **Konica Minolta Does Not Allow User to Enter Unlisted Value**

On a Konica Minolta MFP, the user is not allowed to enter a value that does not appear on a choice list. (10560)

### **Long Dynamic List Items Unreadable on Lexmark X548**

If an item in a dynamic list has more than 32 characters, the text wraps within the field and makes it unreadable. This only affects the Lexmark X548. (9241)

**Workaround:** Make list items 32 or fewer characters.

### **MFP Emulator Job Errors**

If a multi-page image and a single page image are sent from the MFP Emulator as one document to a Kofax Capture or Folder shortcut, the job goes into a Retry state in Transaction Review with an error. If the same job is sent to a RightFax shortcut, no error occurs but only the first page of the multi-page image and the single page image arrive at the destination. Errors may occur with shortcuts created from other types of destinations. (551974)

### **No Error when Entering Spaces in a Required Field on Xerox**

If a user enters spaces in a required field on a Xerox MFP, no error appears, and the job can be scanned. (556847)

### **Overcropping with Ricoh Aficio MP C2500**

Ricoh Aficio MP C2500 MFPs have a problem with detecting small page and mixed page sizes when configured for automatic page detection. This can cause overcropping and a loss of data. (8892)

**Workaround:** Use documents that are the same size, ensure the largest page is scanned first, or overscan by changing the paper size from auto-detect to the size of the largest document in the scan job.

## Ricoh C300 Does Not Support “No Original” Error Detection

If an original is not in the ADF or on the flatbed, the Ricoh C300 scans a blank page from the flatbed. A “missing original” error message does not appear because Ricoh C300 devices are unable to detect whether there is an original on the flatbed. (12141)

## Self-Signed Certificate Causes Xerox Registration Failure

If you create a self-signed certificate for a Xerox Phaser 3635 MFP, the device fails to register. The Registration Results window displays the following error: “User authentication failed.” This happens because the date on the MFP does not match the date on Kofax Front Office Server. (SPR0075823)

**Workaround:** Make sure that the date on the MFP is set to match the date on Kofax Front Office Server before applying the self-signed certificate.

## Some Fujitsu MFPs Unable to Scan at 400 DPI Using “As Scanned” Setting

On some Fujitsu MFP models, the MFP does not scan at 400 dpi if the scan settings are set to “As Scanned” in the Administration Console. (11327)

## Steps before Uninstalling with Kyocera Net Viewer

Before uninstalling the Kofax front panel software with Kyocera Net Viewer, make sure the options are set on the device to support remote installation. The settings are listed in the *Kofax Front Office Server Administrator's Guide for Kyocera MFPs* under “Installing with Kyocera Net Viewer.” (557458)

## Unable to Read the Coversheet Bar Code on Ricoh SP 5200s

If you set the Ricoh SP 5200s to scan in color mode when the default setting in `vrs-default.properties` is bitonal, it can fail to read the bar code on a coversheet. The problem is caused when the server converts the color image to bitonal. This causes a loss of image quality that prevents the bar code from being read. (8603)

**Workaround:** In `vrs-default.properties`, change the `ColorMode` property to color or grayscale.

## Email and Fax

### Color Mode Setting Causes Fax Job to Fail

If the color mode is set to color or grayscale when you submit a job to a Kofax Communication Server Fax Destination, the job is not sent successfully. A problem does not occur if the color mode is set to bitonal. (13206)

### Email and Fax Lookups Delayed With Windows 7

You will experience delays in retrieving data for email and fax lookups when all of the following conditions occur:

- Kofax Front Office Server is installed on Windows 7.

- The logged on user is an internal Kofax Capture user.
- Values are set for the `conf.exchange.server` and `conf.exchange.domain` fields in the Administration Console advanced settings.

In this situation, invalid logons to an Exchange server are handled by Windows 7, which responds more slowly than Windows Server 2008. (9628)

**Workaround:** Remove the values from the `conf.exchange.server` and `conf.exchange.domain` fields. This enables processing to occur more quickly.

### **Fax Destination: “To Fax No” Field Not Validated**

If you use a Fax Destination to send documents, the To Fax No field is not validated. As a result, the state of the job appears as “Retrying” even though the documents are sent successfully. (10281)

### **Fax Subject Text Corrupted if It Contains Non-ASCII Characters**

If the subject of a fax contains non-ASCII characters, they are removed when the fax arrives at its destination. (8665)

## **Installation and Uninstallation**

### **Files Not Deleted after Uninstallation**

Several files and folders are not deleted after uninstalling Kofax Front Office Server 4.1. These are located in the Kofax Front Office Server installation folder and `C:\ProgramData\Kofax\Front Office Server\DB\Server\DB\MSSQL12.KOFAXKFS\MSSQL`. (553165)

### **Insufficient Disk Space Error**

An error message appears if insufficient disk space is available to complete the upgrade from Kofax Front Office Server 3.5.x to version 4.1.0. Although the upgrade appears to continue successfully after you clear the message, the process actually fails. As a result, you cannot start the Administration Console or the Thin Client. (9507)

### **Kofax Front Office Server Administration Plug-in Remains After Uninstallation**

When you uninstall Kofax Front Office Server, the Kofax Front Office Server Administration Plug-in is not removed. As a result, the Kofax Front Office Server tab still appears in the Kofax Capture Administration module, even though the links on the tab do not work. (12793)

**Workaround:** You can use Control Panel to uninstall the Kofax Front Office Server Administration Plug-in.

### **Microsoft Exchange Distribution Lists Excluded From Email Lookup Results**

If you perform an email lookup using criteria intended to include a Microsoft Exchange email distribution list, the distribution list is excluded from the results list. (12877)

## Oracle Database Creation Fails If User Name Includes Special Characters

If you attempt to create an Oracle database with a user name that includes special characters such as a dash or minus sign, the following error appears (11110):

```
ORA-00923: FROM keyword not found where expected
```

## Uninstalling Local Client Removes Unsynchronized Data

If you uninstall the Local Client, any work done since the last synchronization is lost. (13157)

**Workaround:** Submit all jobs and verify that the Job History list shows a status of Complete before you uninstall the Local Client.

## Insufficient Disk Space Error

An error message appears if insufficient disk space is available to complete the upgrade from Kofax Front Office Server 3.5.x to version 4.1.0. Although the upgrade appears to continue successfully after you clear the message, the process actually fails. As a result, you cannot start the Administration Console or the Thin Client. (9507)

## Notifications

### Changes to Kofax Capture Advanced Notification Configuration Stop Email Notification

If you change the Kofax Capture ACConfig.xml file to facilitate Advanced Notification Configuration, email notification is stopped. Restarting the Kofax Capture and Kofax Front Office Server services does not resolve the problem. (10230)

**Workaround:** Restart the Kofax Capture workstation to resume normal operation of email notifications.

### Email Notifications Fail if Any Field Has Invalid Email Address

Email notifications fail if the To, CC, or Bcc fields contain an invalid address, even if all other email addresses in those fields are valid. A warning appears in the KFS.log file. (11246)

```
WARN [ThreadPool KFS Email Notifications: Thread 1]
Kofax.Common.Utils.Threading.ThreadPoolWorker - Failure in pool
System.FormatException: The specified string is not in the form required for an e-mail
address.
```

**Workaround:** Verify that all email addresses are in the correct format.

## Performance and Integration

### Kofax Monitor Does Not List All Application Servers

If you create a test with Kofax Monitor on a cluster, application servers that do not have any transactions are not listed. When you process a transaction with that server and refresh Kofax Monitor, the application server is listed. (11199)

## Kofax Monitor Returns Error

When Kofax Monitor tests KFS Metrics, it returns “Error: The remote server returned an unexpected response: (400) Bad Request.”

Workaround: Create a legacy web application and name it KFS. Then create a rule to redirect all requests to the Kofax application. For instructions, see [Configuring the Web Application for Kofax Monitor](#).

## Shutting Down Server After Sending Job Causes Unexpected Behavior

If you shut down the server where Kofax Front Office Server resides immediately after sending a job from a Ricoh MFP, the following unexpected behavior occurs (11829):

- If you view Scan History, the history is not loaded and the OK button does not appear. You cannot exit Scan History unless you exit the Kofax Front Office Server client by pressing the Other Function button.
- The job you sent is stuck in the Processing state even after the server is restarted. Any jobs sent after the server restart are queued.
- A NullPointerException error appears on the device.

**Workaround:** Restart the server and then restart the Kofax Front Office Server service. Jobs are sent normally after the service is restarted.

## Thin Client and Local Client

### Duplex Scanning Not Supported for Avision AV220C2

Although the Avision AV220C2 scanner is capable of scanning in duplex mode, the Thin Client scanning component option to scan duplex is grayed and unavailable. (8788)

### Error Occurs If Job Name Exceeds 128 Characters

If you enter a job name and get an “Operation failed” error, it means that you have exceeded the 128-character limit for job names. (12136)

**Workaround:** Shorten the job name so that it has 128 or fewer characters.

### Error Occurs when Performing Email or Fax Lookup on the Local Client

When performing an email or fax lookup on a connected Local Client, the following error occurs:

```
Operation failed. Error: Could not load file or assembly 'Kofax.IKFSLib,
Version=4.0.0.0, Culture=neutral, PublicKeyToken=dddbbf4e90fd9ab' or one of its
dependencies. The system cannot find the file specified.
```

The error does not occur with the Thin Client. (558719)

## **Job History Status Delayed for Local Client**

If you submit a job from the Local Client, the status on the Job History List is not refreshed immediately. Instead, the status is updated when the next synchronization occurs, when the next job is submitted, or the next time you log on to the Local Client. (10392)

## **TWAIN and VRS Windows Appear in Background**

When scanning in the Thin Client or Local Client, any windows providing TWAIN or VRS errors or status appear in the background. These windows should be visible in the foreground. (378541)

## **Localization**

Kofax Front Office Server and front-panel software for MFPs, including all onscreen messages and Help, have been translated into the following languages:

- Brazilian Portuguese
- French
- German
- Italian
- Spanish

The following information has not been translated and is only available in English.

- CMIS error in the Thin Client. (551596)
- HTTP client setting on the Lexmark configuration page. (552444)
- Logon screen for Konica Minolta bizhub C35 with small LCD model. (557247)
- Text related to non-animated mode of the MFP Emulator. (553647)

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# Additional Documentation

This section supplements the documentation provided with the product with changes and corrections.

## Corrections to the Documentation

Note the following changes to the *Kofax Front Office Server Installation Guide* and *Kofax Front Office Server Administrator's Guide*:

- The correct file name of the Kofax Front Office Server Database Utility is `Kofax.KFS.DatabaseUtility.exe`. The file is in the Kofax Front Office Server installation folder in `\Kofax\Front Office Server 4.1\kfsService`.
- The correct file name of the Microsoft SQL Server Express installation program is `SQLEXPR_ENU.exe`.

## Additional Steps When Migrating Data

Before using the Kofax Front Office Server Database Utility to migrate data from one database type to another, shut down the Kofax Front Office Server service and IIS. After the data has been successfully migrated, restart the Kofax Front Office Server service and IIS. In a clustered environment, the Kofax Front Office Server service and IIS must be shut down and then restarted on all nodes in the cluster.

## Configuring the Web Application for Kofax Monitor

To enable Kofax Monitor to monitor KFS Metrics, do the following:

- Download and install Microsoft URL Rewrite, which is available from the Microsoft IIS website.
- Create a legacy web application and name it KFS.
- Create a rule to redirect all requests to the Kofax application.

You can either use `AppCmd.exe` or create the web application and redirect rule manually. Use one of the following procedures.

### Using `AppCmd.exe` to Create the Application and Redirect Rule

- 1 Open a command prompt window with administrator privileges.  
All commands will be issued at the prompt.
- 2 Create the KFS application and set the application pool. Use the following commands:

```
appcmd add app /site.name:"Default Web Site" /path:/KFS /physicalPath:"C:\Program Files (x86)\Kofax\KFS"  
  
appcmd set app /app.name:"Default Web Site/KFS" /applicationPool:KfsAppPool
```

**3** Add the rewrite maps to handle http and https requests. Use the following commands:

```
appcmd.exe set config "Default Web Site/KFS" -section:system.webServer/rewrite/rewriteMaps /+"[name='MapProtocol']"
```

```
appcmd.exe set config "Default Web Site/KFS" -section:system.webServer/rewrite/rewriteMaps /+"[name='MapProtocol'].[key='on',value='https']"
```

```
appcmd.exe set config "Default Web Site/KFS" -section:system.webServer/rewrite/rewriteMaps /+"[name='MapProtocol'].[key='off',value='http']"
```

**4** Add the redirect rule. Use the following commands:

```
appcmd.exe set config "Default Web Site/KFS" -section:system.webServer/rewrite/rules /+"[name='Kfs_redirect',enabled='True']"
```

```
appcmd.exe set config "Default Web Site/KFS" -section:system.webServer/rewrite/rules /[name='Kfs_redirect'].match.url:"^axis2/services/(.*)"
```

```
appcmd.exe set config "Default Web Site/KFS" -section:system.webServer/rewrite/rules /[name='Kfs_redirect'].action.type:"Redirect" /
[name='Kfs_redirect'].action.url:"{MapProtocol:{HTTPS}}://{HTTP_HOST}/Kofax/KFS/Legacy/WS/{R:1}" /[name='Kfs_redirect'].action.redirectType:"Temporary"
```

```
appcmd.exe set config "Default Web Site/KFS" -section:system.webServer/rewrite/rules /[name='Kfs_redirect'].stopProcessing:"True"
```

**Creating the Application and Redirect Rule Manually**

- 1 Create a web application in IIS and name it KFS.
- 2 Set the application pool for the KFS application to KfsAppPool.
- 3 In the web.config file for the KFS web application, add the following rewrite element under <system.webServer>.

```
<rewrite>
  <rewriteMaps>
    <rewriteMap name="MapProtocol">
      <add key="on" value="https" />
      <add key="off" value="http" />
    </rewriteMap>
  </rewriteMaps>
  <rules>
    <rule name="Kfs_redirect" enabled="true" stopProcessing="true">
      <match url="^axis2/services/(.*)" />
      <action type="Redirect" url="{MapProtocol:{HTTPS}}://{HTTP_HOST}/Kofax/KFS/Legacy/WS/{R:1}" redirectType="Temporary" />
    </rule>
  </rules>
</rewrite>
```

**Recovering from Failed Upgrades from 4.0**

Before upgrading Kofax Front Office Server, make sure that you back up the configuration folder (usually C:\ProgramData\Kofax\CaptureSV\KFS4.0). If you are using a standard database, back that up as well. These backups can be used to restore the previous version of Kofax Front Office Server after a failed upgrade.

If the upgrade fails after you click Continue during database configuration, Kofax Front Office Server 4.1 is rolled back, but both versions 4.0 and 4.1 are gone. Follow the appropriate procedure for your database to restore version 4.0 to operate in its original configuration.



## Oracle, Oracle RAC, and Microsoft SQL Server

- 1 Restore the 4.0 configuration folder to its original location.
- 2 Install Kofax Front Office Server 4.0.
- 3 Install any service and fix packs you installed before upgrading.

## Standard Database

- 1 Verify that the old and new KOFAXKFS instances of the standard database have been removed.
- 2 Delete the `C:\ProgramData\Kofax\Front Office Server` folder.
- 3 Install Kofax Front Office Server 4.0 with a standard database.
- 4 Stop the Kofax Front Office Server service.
- 5 Restore the 4.0 configuration folder to its original location.  
The configuration folder installed with Kofax Front Office Server will be overwritten by your backup.
- 6 Restore the database backup.
- 7 Install any service and fix packs you installed before upgrading.

