

Kofax Front Office Server

Release Notes

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Chapter 1

Installation

Version Information

Kofax Front Office Server 4.1.1 (build 4.1.1.0.0.4082) is a service pack that contains issue resolutions made to the product since version 4.0.0 was released.

Installation Methods

Install this service pack on the server using any of the following methods:

- Push the service pack installation file using current enterprise deployment delivery mechanisms. See the enterprise deployer documentation for instructions.
- Run the service pack installer program.
- Run the silent installation.

After you install the service pack on the server, it is deployed to Local Client installations connected to the server. The update is applied automatically. The Local Client checks for updates every five minutes and applies them when they are found. Users can also force the update to take place automatically by restarting the Kofax Front Office Server service on the Local Client.

Important Do not apply the service pack installation directly to Local Client installations. Always install the service pack on the server.

Before updating to Kofax Front Office Server 4.1.1, do the following:

- Log on to the computer as a user with administrator rights.
- Make sure Kofax Front Office Server 4.1.0 is installed. If you have an earlier version of Kofax Front Office Server, you must complete the installation and migration procedures as shown in the *Kofax Front Office Server Installation Guide*.
- Back up your data and Kofax Front Office Server installation.

Running the Installer Program

You can run the service pack installation file to install the update. This starts the installer program that leads you through a series of prompts.

1. Extract the .zip file containing the service pack installation to a local drive.
The extracted folder contains the installer program, FrontOfficeServer-4.1.1.0.msp.

2. Double-click FrontOfficeServer-4.1.1.0.msp.
3. Follow the prompts to install the service pack.

Running the Silent Installation

Run the silent installation by following these steps:

1. Copy the service pack installation file, FrontOfficeServer-4.1.1.0.msp, to a network or local folder.
2. Open a Command Prompt window.
3. Run the following command:

```
msiexec /p "<full path>\FrontOfficeServer-4.1.1.0.msp" /qn
```

Installing Kofax Front Office Server on Windows 10 Version 1607

To install Kofax Front Office Server 4.1.1 on a computer with Windows 10 version 1607, you first need to change some Registry settings before installing Kofax Front Office Server 4.1.0 and the 4.1.1 upgrade. (749762, 744758)

1. Run regedit.exe to start the Registry Editor.
2. Navigate to the following Registry key: HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\KeyExchangeAlgorithms
3. Select the Diffie-Hellman key.
If the Diffie-Hellman key does not exist in KeyExchangeAlgorithms, create it. Right-click KeyExchangeAlgorithms, select **New > Key**, and name the key **Diffie-Hellman**.
4. In the Diffie-Hellman key, edit the DWORD value or create a DWORD value if it does not exist. Set the name and value data.
 - Name: Enabled
 - Value Data: 0
5. Restart the computer.
6. Install Kofax Front Office Server 4.1.0.
7. Restart the computer again. Wait approximately 20–30 minutes before continuing the installation.
8. Install Kofax Front Office Server 4.1.1.

Note If a message appears indicating "Error 1328. Error applying patch," click **Ignore** to continue installing Kofax Front Office Server 4.1.1. If you are exporting PDFs that contain Chinese, Japanese, or Korean text, see the Support website to obtain a replacement file. Then, manually replace the file indicated in the error (kfsService\AdvOC11.6.94\Data\Normal.fcjk) with the file downloaded from the Support site.

Updating MFP Clients

After installing the service pack, update the MFP clients. Follow the instructions in the Kofax Front Office Server administrator's guide for the MFP.

Note If you uninstall the service pack, the folders with the updated files are not removed. Use the older files, which are not overwritten by the service pack, to reinstall the older MFP clients.

Uninstalling the Service Pack

You can remove Kofax Front Office Server 4.1.1 by using any of the following methods:

- Use Programs and Features. Click the option to view installed updates and remove the update from the Kofax Front Office Server section.
- Use current enterprise deployment delivery mechanisms. See the enterprise deployer documentation for instructions.
- Use `msiexec` to remove the `FrontOfficeServer-4.1.1.0.msp` file silently. At the command prompt, enter `msiexec` to see a list of all `msiexec` options, including ones for removing a patch.

Note If you installed Kofax Front Office Server 4.1.1 over a 4.1.0 fix pack, the files from the fix pack are restored when you uninstall version 4.1.1.

Chapter 2

Resolved Issues

This chapter lists previously reported issues that are now resolved.

Resolved Issues in 4.1.1

This section lists previously reported issues that were resolved since Kofax Front Office Server 4.1.0.

Jobs Not Sent from HP When HTTPS Was Not Enabled on IIS

If HTTPS was not enabled on IIS, HP MFPs with OXPd 1.6 could not send jobs to any destination. The job status was shown as "Success," but the job did not appear in the scan history, and it did not arrive at its destination. This problem occurred even when the HP was connected with HTTP. This problem did not occur when IIS had HTTPS enabled on HP MFPs with OXPd 1.4. (558752)

Error Occurred 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 occurred:

```
Operation failed. Error: Could not load file or assembly 'Kofax.IKFSLib, Version=4.0.0.0, Culture=neutral, PublicKeyToken=dddbbfb4e90fd9ab' or one of its dependencies. The system cannot find the file specified.
```

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

Web Services Reference Incorrect

The Kofax Front Office Server Web Services Reference included with Kofax Front Office Server was incorrect. (558424)

Single Sign-On Generated Error

If you enabled Integrated Windows Security in the Administration Console, an error occurred when you attempted to start the Administration Console or Thin Client using localhost in the URL. The "Internet Explorer cannot display the webpage" error appeared. (557770)

Localization

The following strings that were previously only in English have been translated:

- Logon screen for Konica Minolta bizhub C35 with small LCD model (557247)
- HTTP client setting on the Lexmark configuration page (552444)

No Error when Entering Spaces in a Required Field on Xerox

If a user entered spaces in a required field on a Xerox MFP, no error appeared, and the job could be scanned. (556847)

Invalid Numbers for a Numeric Field Did 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 appeared when a user entered an invalid number. The job could be sent to the server, and it failed when the batch went to Kofax Capture Validation. (555415)

Could Not Export to the SharePoint Root Folder

When selecting a folder for sending documents to a SharePoint destination, there were only options for selecting a subfolder or creating a new folder. Documents could not be exported to the root folder. (554447)

Resolved Issues in 4.1.0

This section lists previously reported issues that were resolved in Kofax Front Office Server 4.1.0.

Canon MFP Guide Missing Uninstallation Instructions

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

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)

OK Button Not Visible

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

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. (354015, 310914)

Thumbnails Appeared with Red X Marks

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 X marks. (342872)

Konica Minolta Devices Required Support for Single Sign-On

Konica Minolta devices did not support single sign-on without the need of third-party software. (327885)

Error when Opening the Administration Console

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

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)

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 an MFP attempted to connect to the server, the front panel displayed the following error, "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)

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)

Error Prevented Job Submission on MFP Emulator

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

Could Not Log On to Thin Client

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

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)

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)

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. (100735, 100734)

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)

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)

Option Needed 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)

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)

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)

Restricted Access to Client Settings for Canon MFPs

Users who were not administrators were unable to change the settings of shortcuts. (15192)

Add Simplex and Duplex Scanning Option to Shortcuts

The Scan Settings tab for a shortcut did not include the Sides field for selecting single-sided or double-sided scanning. (15190)

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)

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)

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)

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)

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)

Chapter 3

Known Issues

This chapter contains information about potential issues that you could encounter while using Kofax Front Office Server 4.1.1. Workarounds are provided, as applicable.

Cannot Cancel Jobs on Lexmark Android MFPs

When attempting to cancel a large scan job on a Lexmark Android MFP, opening the Scan History on the device does not display options for selecting the job in process. Therefore, the job cannot be cancelled. (745417)

Images on Color Paper Turn Black on Canon MFPs

If you scan a document on color paper in black and white mode, the submitted document becomes a completely black image. This happens even if the preview shows a clear image and regardless of the DPI setting. (696518)

Workaround: In VRS, change the setting to "Quality over speed." This changes image compression so that the document remains readable.

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)

Kofax Client Exits on Xerox 3635

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

Files Not Deleted after Uninstallation

Several files and folders are not deleted after uninstalling Kofax Front Office Server 4.1.0. 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)

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)

Fujitsu Server Fails to Update the Port Number

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

CMIS Does Not Perform Minor Versioning

If minor versioning is enabled on the destination (such as 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.

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)

Setting Kyocera to 100 dpi Produces 200-dpi Image

When setting the Scan DPI for a Kyocera MFP to 100 dpi, the resulting image is s 200 dpi. (539540)

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)

Apostrophes in Index Field Names Prevents Upgrades from Kofax Front Office Server 3.5.x

When upgrading to Kofax Front Office Server 4.1.0 from Kofax Front Office Server 3.5.x with Microsoft SQL Server 2008 R2, the database migration failed, and the upgrade rolled back. (9646)

Workaround: Check the index fields of Kofax Capture document classes. An apostrophe in a class name causes the database migration to fail. Remove the apostrophe from the name, republish the batch class, and try the database upgrade again.

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.

- Text related to non-animated mode of the MFP Emulator (553647)
- CMIS error in the Thin Client (551596)

The Administration Console is English-only, but some strings are translated when Kofax Capture is set to a language other than English.

- Kofax Capture error messages on the Transaction Review tab (560121)
- The Kofax Capture group name "(Everyone)" (560112)

Chapter 4

Additional Documentation

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

Downloading MFP Clients from Internet Explorer 9

If you are using Administration Console with Internet Explorer 9 and Windows 2008 Enterprise R2, you need to change a setting to enable MFP client software to be downloaded. In Internet Explorer 9, select **Tools > Internet Options** and click the **Advanced** tab. Clear the **Do not save encrypted pages to disk** setting.

Web Service for the EVRS Settings String

The EVRS Settings string can be retrieved with the RetrieveScanSettings Web service. The WscScanSetting array has an object named EVRSOperationsString with the value of the EVRS Settings string. The array is declared with the getScanSettingsResponse method.

Installation Instructions

The *Kofax Front Office Server Installation Guide* indicates that the installation and upgrade procedure is for Kofax Front Office Server 4.1.1. This should say that the procedure is for Kofax Front Office Server 4.1.0. Use the procedures in the *Kofax Front Office Server Installation Guide* to install or upgrade to Kofax Front Office Server 4.1.0, then refer to [Installation](#) to upgrade to Kofax Front Office Server 4.1.1.