

Kofax Front Office Server

Release Notes

Version: 4.3.0

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

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Chapter 1

About this release

The release notes give you information about Kofax Front Office Server 4.3.0. Please read this document carefully, as it may contain information not included in other product documentation.

Version information

The build number for Kofax Front Office Server 4.3.0 is 4.3.0.0.2.3197.

Product documentation

By default, the Kofax Front Office Server documentation is available online. However, if necessary, you can also download the documentation to use offline.

Default online documentation

The product documentation for Kofax Front Office Server 4.3.0 is available at the following location.

<https://docshield.kofax.com/Portal/Products/KFS/4.3.0-ugsc6qbedi/KFS.htm>

To launch the online help for the Kofax Front Office Server site in the Administration Console, Thin Client, and Database Utility click **Help**.

Configure offline documentation

To access the documentation offline, download the documentation .zip files from the [Kofax Fulfillment Site](#) and extract them on a local drive available to your users.

The compressed English file, KFSDocumentation-4.3.0_EN.zip, includes both `help` and `print` folders. The `print` folder contains all guides, such as the Installation Guide and the Administrator's Guide. The localized .zip files, KFSDocumentation-4.3.0_*.zip, include a `help` folder with localized Thin Client help. In addition to English, the following .zip files are provided:

Documentation File	Language
KFSDocumentation-4.3.0_DE.zip	German
KFSDocumentation-4.3.0_ES.zip	Spanish
KFSDocumentation-4.3.0_FR.zip	French
KFSDocumentation-4.3.0_IT.zip	Italian

Documentation File	Language
KFSDocumentation-4.3.0_JA.zip	Japanese
KFSDocumentation-4.3.0_pt-BR.zip	Portugese (Brazilian)

You can configure Administration Console, Thin Client, and Database Utility to access offline help from the application by following these steps after installing Kofax Front Office Server.

1. Extract the contents of the documentation .zip files.
2. Copy the contents of the extracted files to the following folders where Kofax Front Office Server is installed. Create the folders if necessary.
 - a. From the extracted English .zip file, copy the contents of the `help\AC\` folder to the `Kofax\Front Office Server 4.3\bin\Administrative\help\` folder.
 - b. In the `Kofax\Front Office Server 4.3\bin\ThinClient\help\` folder, create a subfolder for each language available for Thin Client.

Folder	Language
de_DE	German
en_US	English
es_ES	Spanish
fr_FR	French
it_IT	Italian
ja_JA	Japanese
pt_BR	Portugese (Brazilian)

Example You would have a `Kofax\Front Office Server 4.3\bin\ThinClient\help\en_US\` folder for English and `Kofax\Front Office Server 4.3\bin\ThinClient\help\de_DE\` folder for German.

- c. From each of the extracted .zip files, copy the contents of the `help\TC\` folder to the appropriate language folder.

Example From the extracted `KFSDocumentation-4.3.0_EN.zip` file, copy the contents of `help\TC\` to `Kofax\Front Office Server 4.3\bin\ThinClient\help\en_US\`. For German, copy the contents of `help\TC\` in the extracted `KFSDocumentation-4.3.0_DE.zip` file to `Kofax\Front Office Server 4.3\bin\ThinClient\help\de_DE\`.
- d. From the extracted English .zip file, copy the contents of the `help\DB\` folder to the `Kofax\Front Office Server 4.3\kfsService\Databaseutility_Help\` folder.

3. Go to the folder where Kofax Front Office Server is installed and do the following:
 - a. Open the web.config file in a text editor.
 - b. Locate the following attribute, `OnlineHelpURL`.
 - c. Clear the value of `OnlineHelpURL` as follows:

```
OnlineHelpURL=""
```
 - d. Save and close the file.
 - e. Open the `Kofax.KFS.DatabaseUtility.exe.config` file in a text editor.
 - f. Repeat steps 3.b-3.d to modify the URL for `OnlineHelpURL`.
4. Open each of the Kofax Front Office Server applications.
5. Click **Help**.

The help should open, and the browser's address field indicates the URL where the help is installed.

New features

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

Thin Client enhancements

The Thin Client was improved with the following changes:

- Updated user interface.
- Resizable windows, including Job Edit, Send, Create Coversheet, and Scan Settings.
- Zoom to area feature that enlarges the image to the area you define.
- Native display of PDF files.
- Enhanced redaction feature, including the option to select a redaction color.
- Enhanced text annotation.
- Native file importer, which replaced the Adobe Flash-based importer.

Technology improvements

The underlying technology for Kofax Front Office Server was updated to improve performance and meet the latest industry standards. These changes include:

- Replaced JDBC with .NET.
- Removed the JRE dependency.
- Replaced Oracle provider with Oracle ODP.NET Managed provider.
- New integrated development environments support during installation.
- Full compliance with OWASP ASVS 3.0 standards.

For additional third-party updates, see the Technical Specifications document, which is available from the [Kofax Knowledge Base](#) on the Kofax website.

Note A customer portal login is necessary to access the Kofax Knowledge Base.

Chapter 2

Resolved issues

This chapter lists previously reported issues that are now resolved.

Unable to upgrade the Local Client

1233724: If you are upgrading from Kofax Front Office Server 4.1 Local Client to 4.3.0, the upgrade used to fail with the following error, "A recoverable upgrade error has occurred. Contact your administrator and see logs for details."

Cannot cancel jobs on Lexmark Android MFPs

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

Images on color paper turn black on Canon MFPs

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

Steps before uninstalling with Kyocera Net Viewer

557458: Before uninstalling the Kofax front panel software with Kyocera Net Viewer, you had to make sure the options are set on the device to support remote installation.

Files not deleted after uninstallation

553165: Several files and folders were not deleted after uninstalling Kofax Front Office Server 4.1.0. These were located in the Kofax Front Office Server installation folder and `C:\ProgramData\Kofax\Front Office Server\DB\Server\DB\MSSQL12.KOFAXKFS\MSSQL`.

Fujitsu server fails to update the port number

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

Apostrophes in index field names prevents upgrades from Kofax Front Office Server 3.5.x

9646: 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 used to fail, and the upgrade rolled back.

Chapter 3

Known issues

This chapter contains information about potential issues that you could encounter while using Kofax Front Office Server 4.3.0. Workarounds are provided, as applicable.

Submitting a job to a Kofax Communication Server destination displays an error

1313402: When submitting a large file (over 100 pages) to a Kofax Communication Server destination, an error appears in the Event Viewer.

Workaround: You can use one of the following options:

- Run TNA_Fax with a Windows user account that is used on the server.
- In the Registry, set the following value at HKLM\SOFTWARE\Wow6432Node\TOPCALL\TWS\TCTI to disable encryption:

```
RpcClientEnableEncryption [REG_DWORD] = 0
```

- If you are running TNA_Fax on Windows 8, Windows Server 2012, or later, set the Registry values for HKLM\SOFTWARE\Wow6432Node\TOPCALL\TWS\TCTI to the following:
 - RpcClientUserMode [REG_DWORD] = 1
 - RpcClientUserId [REG_SZ] = ""
 - RpcClientEnableEncryption [REG_DWORD] should be 1, 2, or not used.

Cannot import files if opened in Word and Excel before importing

1328766: If .docx and .xlsx files are opened in Microsoft Word or Excel before importing to Kofax Front Office Server through the Web Capture Service, the following error appears:

```
File locked by other application.
```

Microsoft Office applications use different ShareMode flags when files are opened. However, this issue does not occur with .pptx, .txt., and audio/video files.

Data from the Local Client not synchronized if the database is on Oracle

1230598, 746839: If the Kofax Front Office Server database is installed on or moved to Oracle, data that was created on the Local Client cannot be synchronized to the server.

These problems do not occur when using the Thin Client.

Workaround: If you want to use the Local Client, use Microsoft SQL Server or the standard database.

MFP Emulator job errors

551974: 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.

CMIS search option only for shortcuts

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

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

Need information on setting the locale for Kofax Capture

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

Setting Kyocera to 100 dpi produces 200-dpi image

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

TWAIN and VRS windows appear in background

378541: 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.

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
- Japanese
- Spanish

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

- **551596**: CMIS error in the Thin Client.