

Kofax Mobile SDK

Release Notes

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The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a consistent weight throughout. The 'K' and 'F' are particularly prominent due to their size and the sharp angles of their strokes.

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Chapter 1

About this release

The software and documentation is available from the Kofax Fulfillment Site: <https://delivery.kofax.com/>. A representative from your company registers on this site to download the software and documentation.

If you are already a Kofax customer, contact your Kofax Professional Services Regional Manager to discuss and plan your upgrade.

If you are an existing customer, follow the instructions below to access the product for this release:

1. Log in to the Kofax Fulfillment Site (<https://delivery.kofax.com/>).
2. From the Your Software list, locate and select the product you want to download.
3. Follow the instructions on the Fulfillment Site to complete your download.

The available packages include the software, documentation, and license keys for the release.

New customers will receive an email from Kofax after their product's purchase. The email will contain a serial number to use when registering on the Kofax Fulfillment Site. Registration provides customers with the credentials needed to download their product.

Version information

The build number for Kofax Mobile SDK is 3.6.0.0.0.676, which appears in the versions.txt included in the delivered product.

Product documentation

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

Default online documentation

The product documentation for Kofax Mobile SDK 3.6.0 is available at the following location.

https://docshield.kofax.com/Portal/Products/en_US/KMC/3.6.0-eo5yybxtnt/SDK.htm

Configure offline documentation

To access the documentation offline, download `KofaxMobileSDKDocumentation-3.6.0_EN.zip` from the [Kofax Fulfillment Site](#) and extract it on a local drive available to your users.

The compressed file includes both `help` and `print` folders. The `print` folder contains all guides, such as the Installation Guide and the Administrator's Guide. The `help` folder contains APIs and other references.

New features

The following features were added for this release:

NFC support

The Kofax Mobile SDK supports using NFC and Basic Access Control to read data from passports. This feature is supported on the following devices:

- iOS: iPhone 7 and newer devices running iOS 13 or later that support ISO 14443 tag reading .
- Android: Modern devices with NFC support.

NFCDemo, which is a sample NFC app, is provided for iOS and Android.

4K support for HTML5

The HTML5 SDK includes new APIs in `KfxWebSDK.Capture` to support 4K resolution.

Update to minimum Android SDK version

Android SDK version 19 is now the minimum version supported.

Kofax PhoneGap Plugin updates

Kofax PhoneGap Plugin adds the following features:

- Improved manual cropping on Image Processor Configuration.
- New Image Captured Event Listener to replace deprecated Image Captured Listener.
- Tilted Captured Experience for Fixed Aspect Ratio Capture Experience and Document Capture Experience.
- Improvements to Glare Remover.
- Add option for legacy blur detection to Quick Analysis Settings.
- Listeners for ODE Custom Acquire License.

Deprecated features

The following features were deprecated for this release.

Deprecated Kofax PhoneGap Plugin APIs

Image Captured Listener has been deprecated and replaced with Image Captured Event Listener. If both listeners are used, Image Captured Event Listener is treated as primary and receives new images.

Chapter 2

Known issues

This section contains information about potential problems that you could encounter while using the SDK. Workarounds are provided as applicable.

Permission denied error with Android 10 devices

1538180: When using a Kofax Mobile Demo application on Android 10 devices, the following error occurs after capturing images:

```
FileNotFoundException EACCES (Permission denied)
```

Workaround: Add the following to the manifest within the application tags:

```
android:requestLegacyExternalStorage="true"
```

HTML5 Advanced Capture support for iOS 11 devices

1509976: HTML5 Advanced Capture does not work on iOS 11 devices. The native camera capture is used instead.

Workaround: Update the iOS version on the device to use HTML5 Advanced Capture.

On-device extraction fails using custom cache provider

1267338: When performing on-device extraction with a custom cache provider, extraction fails with "Internal OCR error." The same image processes successfully with local and server providers.

HTML5 Onboarding app do not make the camera shutter sound with iOS 12.2

1255559: When using the HTML5 Onboarding app, a camera shutter sound is made when capturing an image with the device's camera. This does not occur on Apple devices with iOS 12.2.

Honor devices capture blurry passports in video mode

1179662: When capturing passport images on Honor devices in video mode, the images are blurry in most attempts. This prevents data from being extracted. This error was detected with Android OS 7.x.

Workaround: Capture passport images in still camera mode.

HTML5 Onboarding app Camera fails on Asus Zenfone 2E device in WeChat browser

1133231: The Onboarding app crashes when the user sends an image for extraction because native camera is not able to send the captured image.

Affected platforms and/or known devices:

- HTML5
- Android in WeChat browser

In Pixel C devices, users can capture documents if device is not steady

1130895: In Google Pixel C tablets, user can capture documents even though the device is not held steady during image capture. This is because device sensors appear to lag.

Affected platforms and/or devices:

- Android

In Vivo 1609, captured images appear black when the torch is turned on

1130310: The captured images from capture controller will be turned black when torch is on.

Affected platforms and/or devices:

- Android

LG G3 only captures if the device is tilted

1109626: User can only capture images if device is slightly tilted because of focus issues in this device.

Affected platforms and/or devices:

- Android

SDK Guidance messages are not appearing

1106451: There are open issues with Chrome 64.0.3282.137 that cause incompatibility with the HTML advanced capture feature.

Affected platforms and/or known devices:

- HTML5
- Android with Chrome version 64.0.3282.137.

Workaround: We recommend to use native capture on Chrome version 64.0.3282.137 and higher until this issue is resolved in Chrome.

Crash with CaptureExperience and ImageCaptureView.addOnImageCapturedListener()

891187: If an application uses ImageCapturedListener (via ImageCaptureView.addOnImageCapturedListener()) along with the CaptureExperience API the application may crash due to a race condition. In some cases the CaptureExperience API and the application's listener process the same event in parallel. If the CaptureExperience happens to first there is no problem. But if the application listener happens to be first and then quickly clears the captured image bitmap, the application will crash.

Affected platforms and/or known devices:

- Android

Workaround: If possible, ensure the Capture Experience is first.

Truncated MRZ values are returned

886562, 886563: When extracting an image with truncated MRZ field data, the fields are not replaced with the corresponding OCR value. Instead the truncated MRZ values are returned along with a confidence of 0.2, which means "0.2 - an MRZ value where the checksum does not match or the checksum does not exist." This is not the correct confidence definition, and the extracted values should come from OCR not MRZ.

Affected platforms and/or known devices:

- Android
- iOS

Android UnifiedServer: Concurrent extraction not working

799475: ServerExtractor on Android will not support concurrent extraction.

Affected platforms and/or known devices:

- Android ServerExtractor

Workaround: None.

MICR detection regression for PNG type.

798960: Using the PNG file format with checks may lower the ability to detect MICRs on the check front.

Affected platforms and/or known devices:

- iOS

Workaround: Use JPG for the front images of checks.

Mexico Tamaulipas DL back: last and middle names not parsed correctly from bar code

755948: When extracting last and middle names from the bar code on the back to the Tamaulipas driver license, the names are not parsed correctly.

Affected platforms and/or known devices:

- iOS

Workaround: None.

ImageProcessor crashes with color TIFF files

722209: When trying to process a color TIFF file, the ImageProcessor crashes when the host device is running iOS 10 and iOS 10.0.1. iOS versions 10.2.0 and newer do not exhibit this issue.

Affected platforms and/or known devices:

- Kofax Mobile SDK

Workaround: Avoid using color TIFF files.

Compiling issues when integrating CocoaPods

750473: When integrating the Kofax Mobile SDK with CocoaPods (v1.0.1 or newer), the code will not compile, as it can't resolve some SDK header files.

Or, when integrating the Kofax Mobile SDK with CocoaPods, the code will not compile, and reports validation errors related to the Kofax Mobile on a POD that doesn't even use the SDK.

Workaround for the header files issue:

This can be a problem when the main project does not use the SDK framework, only a specific POD. In this case, assuming that this specific POD contains MobileSDK at the following path: `/<POD_ROOT>/<POD_NAME>/Frameworks/MobileSDK.framework`, the podspec file of that POD needs to be adjusted using the `HEADER_SEARCH_PATH`, to resolve the framework files correctly.

For example:

```
s.xcconfig = {'CLANG_ALLOW_NON_MODULAR_INCLUDES_IN_FRAMEWORK_MODULES' => 'YES',
'HEADER_SEARCH_PATHS' => "#{Shellwords.escape(File.join(File.dirname(__FILE__),
'<POD_NAME>
/Frameworks/MobileSDK.framework/Headers')) + '
${PODS_ROOT}/<POD_NAME>/<POD_NAME>/Frameworks/MobileSDK.framework/Headers
${PODS_ROOT}/../<POD_NAME>/Frameworks/MobileSDK.framework/Headers
${PODS_ROOT}/Headers/Public/<POD_NAME>/MobileSDK'}" }
```

Workaround 2 for the header files issue:

When having multiple PODs referencing each other, this can be a problem. The POD header files, referencing the mobile framework, should be private header files. If those header files are public, and another POD is referencing them, the Mobile SDK framework should be copied into that POD as well.

ODE bar code extractor returns no error or data

712709: The ODE `kfxKOEIDExtractor` returns no error and no data for some bar code images.

- iOS

Workaround: None.

Mobile ID images not properly cropped

689797: Some ID images are not cropped properly. Such images tend to be low contrast images, or images on backgrounds with noticeable noise.

Affected platforms and/or known devices:

- HTML

Workaround: Ensure that images have good contrast and low noise.

PhoneGap app crashes when processing a large gallery image

630332: The PhoneGap application crashes when a large image (approximately 18MB) is loaded and processed from the gallery.

Affected platforms and/or known devices:

- iOS
- iPhone 4s

Workaround: Avoid loading and processing large images from the gallery.

Processed image is inappropriately deskewed

608615: The processed image is deskewed even though auto deskew is disabled when auto rotate is enabled. If you are going to use auto rotate it is recommended that you enable deskew.

Affected platforms and/or known devices:

- iOS

Workaround: None.

Flash keeps cycling on/off every second

607732: On some devices, the flash keeps cycling on and off every second before the image is captured. For these devices, the flash is being used to aid auto-focus and, depending on the device, may be normal behavior. See the Android Developer guide for details.

Affected platforms and/or known devices:

- Android

Workaround: None.

checkCaptureExperience should not be used in image mode

591091: The SDK doesn't allow an application to set the preview resolution. Because of this, on certain devices, if the `checkCaptureExperience` is used in image mode, the captured images are cut off. This occurs even though the default resolution for captured images is higher than 1080p, because the preview resolution is too low.

Affected platforms and/or devices:

- Android

Workaround: Always use the `checkCaptureExperience` in video mode.

Captured image is cropped

564331: When using the `ImageCaptureView`, the captured image is cropped. This is seen only in image capture mode and not video capture. This happens with the following image resolutions: 2048x1536 and 2592x1944 (default).

Affected platforms and/or devices:

- Android
- Lenovo Vibe Z2 Pro

Workaround: Change to a different resolution.

Payee endorsement fails even though check is endorsed

564547, 559858: In "Check information Usability", the results for Payee Endorsement show "Failed" even though the check is endorsed.

Affected platforms and/or devices:

- Android
- iOS

Workaround: This happens when capturing the signature on the left side of the check, instead of the right. Manually rotate the check so that the signature is on the right and try to retake the image.

Check detector returns bounds rotated 90 degrees

556995: When passing in a portrait image, bounds come back in landscape. These bounds should be transformed back into portrait before they are returned.

Affected platforms and/or devices:

- Android

Workaround: None

CheckCaptureExperience does not work if the landscape view is landscape left

559425: The `CheckCaptureExperience` works (gives correct guidance) in portrait orientation as well as "landscape right" orientation. If it is in "landscape left" orientation, it will give you the wrong guidance. Android devices display upside down `CaptureMessages`.

Affected platforms and/or devices:

- Android
- iOS

Workaround: None

CheckDetector only works with landscape bitmaps

557910: The `CheckDetector` class only works when passed a landscape-oriented bitmap. With portrait-oriented bitmaps, you either get back a null result, or occasionally a sig 11 crash.

Affected platforms and/or devices:

- Android

Workaround: Use only landscape-oriented bitmaps with the `CheckDetector`. If necessary, you can try manually rotating the image.

PostNet bar code search is slower than other bar code symbologies

370107: Depending on the device and the bar codes being read, search times will vary but will in general be up to 10 times slower when searching for the same number of PostNet symbologies as when searching for another symbology.

Affected platforms and/or devices:

- All

Workaround: None.

Camera feed upside down on landscape tablets

306611: Some tablets (those which are designed such that landscape mode is the natural orientation) may exhibit a problem where the camera view appears inverted in the tablet screen.

This occurs when rapidly rotating the device 180 degrees one or more times.

Affected platforms and/or devices:

- Android
- Asus Transformer
- Galaxy Tab 10.1
- Nexus 10
- Possibly others

Workaround: When rotating the tablet, pause for a few moments every 90 degrees. Alternatively, disable the auto-rotate screen option.

SDK does not report KFS out of disk space

23824: KFS will reject new jobs when hard disk free space falls below a configurable limit. When the free space on the server falls below this limit, all devices connecting to KFS are supposed to report a server low disk space message at login, so that the user will know that new jobs cannot be submitted.

Mobile devices currently do not report this message at login. Instead, the following error messages will appear when attempting to submit a job: `An error occurred submitting the case - Unknown transaction ID: [GUID]` or `Unknown transaction ID: [GUID] (Code 3)`.

Affected platforms and/or devices:

- KMC Library