

# Kofax TotalAgility

## Release Notes

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## Chapter 1

# About this release

The release notes give you information about Kofax TotalAgility 7.4.0. Please read this document carefully, as it may contain information not included in other product documentation.

## Version information

The build number for TotalAgility 7.4.0 is 7.4.0.0.0.647.

To verify the build number:

1. Use TotalAgility Designer to select **System Settings**.
2. Under **Manage**, click **Settings**.
3. On the **General** tab, in the **Product Version** field, locate the last four digits, which correspond to the build number.

## Product documentation

The TotalAgility product documentation set consists of guides and help systems to assist you with installing, configuring, and using the software.

### Online documentation

The product documentation for Kofax TotalAgility 7.4.0 is now available online:

[https://docshield.kofax.com/Portal/Products/en\\_US/740-uc0n6j0c5s/KTA.htm](https://docshield.kofax.com/Portal/Products/en_US/740-uc0n6j0c5s/KTA.htm)

Once you install TotalAgility, the help system is launched automatically when you click the Help icon.

To view the TotalAgility Workspace help after upgrading to TotalAgility 7.4.0 from an earlier version, you must import the WorkspaceHeader form from the TotalAgility Workspace package.

### Offline documentation

To access the documentation offline, you can download it from the [Kofax Fulfillment Site](#). For each language, a separate documentation package is available to download as a compressed file, such as KofaxTotalAgilityDocumentation7.4.0\_EN.zip for English or KofaxTotalAgilityDocumentation7.4.0\_FR.zip for French.

The English .zip file includes both help and print folders. The print folder contains all guides, such as installation guide and administrator's guide. The .zip files for other languages contain only the localized help files.

1. From the Kofax Fulfillment site, download the documentation .zip file for the applicable language.
2. Extract the contents of the compressed documentation file and do the following:
  - Copy the contents of the extracted TotalAgility help to:  
`\\TotalAgility\Agility.Server.Web\Help\TotalAgility_designer`
  - Copy the contents of the extracted Workspace help to:  
`\\TotalAgility\Agility.Server.Web\Help`
  - Copy the contents of the extracted Export Connector help to:  
`\\TotalAgility\Agility.Server.Web\Help\ExportConnector_help`
  - Copy the contents of the extracted ThinClient help to:  
`\\TotalAgility\TotalAgilityInstall\Agility.Server.Web\Forms\Controls\Capture\help`
  - Copy the contents of the extracted SDK documentation to:  
`\\TotalAgility\Agility.Server.Web\Help\API`
3. Navigate to the installation folder and open TotalAgility Web.config in a text editor from the following location: `\\TotalAgility\Agility.Server.Web`
4. Locate the <appSettings> section and remove the OnlineHelpURL key:  

```
<add key="OnlineHelpURL" value="http://docshield.kofax.com/KTA"/>
```

Alternatively, run the Configuration Utility (available from the Installation media: `\\TotalAgility\Utilities\ConfigurationUtility`) and remove the URL for online help from the OnlinehelpURL setting.

**Note** If you copy the extracted help to the directory but fail to remove the OnlineHelpURL setting from Web.config, clicking the Help icon will still display the online help.
5. Save and close the configuration file.  
Clicking the Help icon will launch the help for the installed product.



## Chapter 2

# New features

This chapter describes the features and enhancements included in TotalAgility 7.4.0.

## Installation and upgrade

This section describes enhancements in the installation and upgrade areas.

### Modes of installation

You can select the following installation options from the TotalAgility installation wizard: Database Only, Web Server, Application Server, Web/Application Server, and Real Time Transformation Service. Based on the installation type selected, the items are installed.

### TotalAgility upgrade options

You can upgrade TotalAgility components and databases independently of one another or upgrade TotalAgility components including databases.

### Utilities

The following new utilities are available:

- **TotalAgility Configuration utility:** Helps to modify or update settings across multiple configuration files based on the deployment type and installation type in one step instead of editing each file separately.

The *Kofax TotalAgility Configuration Utility Guide* is added in TotalAgility 7.4.0. This guide explains how to use the Configuration utility to update settings across various configuration files for different types of installation and deployment.

- **Concurrent User utility:** Helps to calculate the number of concurrent users for each day within the specified date range and time period based on the logon and logoff entries in the audit log.
- **EVRSCheck utility:** Helps to test how an image will look once the eVRS setting is applied to it. The left half of the application window displays the original image and the right half displays the processed image once the setting is applied to it. See the *TotalAgility Installation Guide* for more information.

### Performance monitoring counters

These counters are automatically installed on the target system upon installing the CoreWorker and Export services. The installation requires no input from the user.

## Add custom job thread pools

You can add custom job thread pools, specify the number of threads in a thread pool and assign the worker task to a thread pool manually to achieve better throughput and prioritize the background tasks.

## Thread pool monitoring interval

When long running automatic activities are processed by the TotalAgility Core Worker, the threads in the automatic activity thread pool are not freed up when the taken activity is reset due to a timeout. To free up the threads for these long running taken activities to allow other activities to progress once they timeout, you can configure a thread pool monitoring interval manually or using the Configuration Utility.

Additionally, a new audit log entry is recorded when resetting the timed out activities.

# TotalAgility Designer

This section describes the enhancements in the Designer.

## Process Designer

This section includes new features and enhancements of Process Designer.

### Node colors

You can set the standard colors for various activity types within the process for ease in identifying the activity type. On upgrading TotalAgility, the node color for all the activities is blue by default.

### Update target date when relative milestone met

Use this setting to specify whether to update the target date of a milestone on completion of the relative milestone.

### Process level functional access

The functional access types are saved per process version. Reverting to a previous version of a map also reverts the access settings; the functional access settings for the latest version apply to all jobs created on that process.

### Timeout Action

Use this advanced property to specify if the automatic activity should immediately suspend the job, or retry if the timeout interval exceeds the expected duration.

## Allow modification of imported documents

When configuring the Scan, Validation and Document Review activities, you can choose to allow modification of imported documents by inheriting the settings from process or allow to merge, split, delete or reorder pages.

## Node ID

TotalAgility displays the ID of the node (read-only).

## Duplicate process or business rule warning

A warning is displayed if you import a process map or business rule with the same name (but different ID) as an existing item, such as:

- Process map, or a package that contains a process map.
- Business rule, or a package that contains a business rule.
- Process map, or a package that contains a process map with associated processes.

## Enhanced Dynamics CRM activity

You can assign a Dynamic Complex variable to support retrieval and assignment of values for Party List fields in the Dynamics CRM activity.

## Form Designer

This section includes new features and enhancements of Form Designer.

### Workload control

Use a Workload control to view the results of a system query. The query helps you to view the workload for automatic and manual tasks so that you can take actions to avoid processing delays and improve performance.

A new display column, Actions, is added to the Workload control to get easy access to details of the underlying job. You can choose to allow or prevent these actions from appearing at runtime.

### Thumbnail Viewer control

Use a Thumbnail Viewer control to display the thumbnails for the documents that are loaded in the Web Capture control. When you navigate to a page in the Web Capture control, the corresponding page is highlighted in the thumbnail viewer and the control also displays the difference between a selected and currently viewed page.

### Forms cell styling

You can style a cell within a form with Theme, Inline and CSS properties. When configuring a theme, you can now select a CSS class for general and expandable cells.

On upgrading TotalAgility, if you want to use the theme, do the following:

1. Update the out-of-the-box CSS file (workspace.Css) by adding the following code into it:

```
.CellBody{
border-width: 0px;
border-style: solid;
}
```

2. Upload the file using the TotalAgility Form Designer.
3. Go to the CSS options and map the CellBody to the CellDropdown menu.

## Custom action button

The Custom Action Button control lets you create a button that provides a drop-down list of options or an image list of options on a form or within a table on a form. Each option can perform an action configured for it.

## Redirect to origin

You can redirect the control or form to the original page where the current page was launched, or to the specified form. When redirecting within the current view, the forms must be within the same site, using the same header and footer and the same navigation.

## Scan control properties

The following new properties are exposed for a Scan control:

- ScanControl.ImageAddressTemplate (read-only): The property value is retrieved each time the scanner settings or driver is changed, and after scanning is finished.
- ScanControl.ImageAddressValue (read/write access): The value is applied to the scanner driver before scanning is started. The value is automatically refreshed after scanning is finished and represents the "next" image address value. The value is not defined if the value is retrieved before scanning.
- ScanControl.ScanningHostName (read-only): The property returns the value passed to the onScanReady event by Web Capture Service.

## Form actions

The following new form actions are available.

**Apply Validation:** This action validates the available controls on a form and updates the user interface based on the valid flag of the controls, and display errors if the control is invalid.

**Composite:** Use this action to execute multiple actions from within one action. You can use a Composite action on multiple controls.

**Else Condition:** Use this action to make form actions more flexible and easier to read. At runtime, all the actions within the Else condition are executed if the Begin condition is not met.

**Show Message:** Use this action to alert or prompt the user, or request confirmation from the user.

## Nested condition

When creating a Begin Condition action for the first time, two new options, Add Else Condition and Add End Condition are available to speed up the process, so that you do not need to create the Else and End condition that require nothing more than a name.

## Enhancement to actions

If the list of configured actions is large, you can do the following:

- Scroll down the list to see all actions.
- Filter the list by capture or non-capture actions, or individual action type.
- Sort the list by name or by type.

## Tab order for document forms

The tab order is applied for document form controls at design time.

## Info tab

Use this tab to view the basic information for a form.

## Sort columns

You can sort the columns by data type instead of string in a Work Queue control or a Work Queue form.

## Support Set Focus action

You can set the focus on a button within the Desktop form.

## Allow job/case search

You can allow or restrict search on a job or case at runtime, as you may want to restrict the job search when populating the control with a query without enabling the edit option.

## Redirect when form fails to load

A new form property, On Load Error Redirect To, is available to specify what form the user should be redirected to if a form fails to load at runtime.

## RowDeselected

This event type is available on a table control, and is fired when you deselect a single row or multiple rows (if multi-select option turned on).

## System settings

This section describes the enhancements in the System settings.

## Override reset limit

Use the general system setting, Auto Activity Reset Limit, to define the maximum number of attempts to reset an automatic activity. To override this reset limit and set a new limit for resetting the automatic activity, a new advanced property, Override Server Reset Limit, is available. If the reset attempts for the activity exceed the specified limit, the job is suspended and an error message is added as a job note.

## Enhanced Scan/VRS profile

On the Scan/VRS profile's General tab, the following settings are added to restrict the runtime editing of MFP Scan forms (Scan Create New Job and Scan Activity): Paper Size, Duplex, Resolution and Color.

On the Scan/VRS profile's Advanced tab, use the eVRS Settings Only to limit image processing to only what is specified by the eVRS command string. This helps in determining how the image is to be processed by eVRS.

In the Scan Client, the Image Enhancement Settings options are greyed out when user opens scan settings.

## eVRS upgrade

The eVRS version used in TotalAgility Web Capture service and image processing is updated to eVRS 3.1.

## Scanner imprinter support

TotalAgility supports seeding and retrieving scanner imprinter value through the Scan Client control. The following scan control properties will pass its assigned value to the scanner on starting the scan and retrieve the value from the scan driver after scanning is complete: ScanControl.ImprinterFormat, ScanControl.ImprinterString, ScanControl.ImprinterIndex, ScanControl.ImprinterIndexStep, ScanControl.ImprinterIndexDigits.

## Data

This section describes the enhancements in the Data module in TotalAgility.

### Dynamic query updates

You can dynamically set the query ID, query name, query type, filter field and filter value on an action, such as Same page, and then use the Update control action to display the results based on the specified changes.

### Get selected query details

When a query is set or selected in the work queue, joblist and workload controls, the CurrentQueryID, CurrentQueryName and CurrentQueryType properties are updated accordingly. You can use the details of the selected query in other actions.

## Retrieve total count

When creating a query, use the Return Query Total option to view the total number of items matching the query regardless of the retrieval limit specified in the query at runtime. Retrieval of the total count may impact performance.

## Completed work

This mode option in the criteria section of the system query lets you see the completed work performed in the system to help you analyze and identify areas of concern.

## Copy a variant

You can copy a variant within a document type or from a parent document type to a child without the need to recreate the entire variant manually to make small adjustments.

## Custom sort order in queries

You can define a custom sort order using the columns available in a query. The sorted results are displayed in the Work Queue, JobList and Workload controls in the order specified in the query. The sorting is only applied if the custom sorting is enabled at design time; otherwise, the default sort order is applied.

## Packages

You can import the entire package or the selected items to Kofax TotalAgility.

When creating a package, you can automatically include role members to the package.

When comparing packages, you can select the items and import directly from the Compare Packages page without the need to navigate to the Import Packages page.

You can scroll the two package list tables together so that the items on each side are always aligned as you compare them.

## APIs

The following new APIs are available:

- **ExportPackageToBytes**: Exports the package to a client workstation that is calling a remote TotalAgility server.
- **ExportPackageToFile**: Exports the package to the specified file location on the TotalAgility server.
- **ImportPackageFromBytes**: Imports the package to a client workstation that is calling a remote TotalAgility server.
- **ImportPackageFromFile**: Imports the package located in the specified file path on the TotalAgility server.
- **UpdateGroupMembersWithPersona**: Automatically updates the assignment of personas to the group.
- **GetProcessesSummary**: Returns the summary information for each process.

- **UpdateCaseReference:** Changes the case reference if it is incorrect, or creates a case with or without a case reference and specifies it at a later date. The new case reference is unique and the case reference is updated across all associated items that is the case itself, fragments and associated jobs (live & finished) and linked cases. A new audit log type is available, when the case reference is changed and auditing is turned on, a new audit entry is written with the following details: who changed the case and when, the original case reference, new case reference and the caseID. The case reference cannot be changed for a completed case.
- **PurgeJobs:** Records in the audit log who called the PurgeJobs API.
- **GetAssetData:** Takes a Pack (asset) ID and returns the CCM Pack Zip as a byte array.
- **GetJobsSummaryWithQuery and GetActivitiesSummarywithQuery:** Specifies the filter criteria that is applied to the results, such as activity name, priority or a list of job IDs, and returns the summary of data from job query.

## General

This section describes general enhancements in TotalAgility.

### Assign a work allocation rule

You can assign a work allocation rule directly to a resource or a group so that work can be streamlined based on the order defined in the rule.

### Use application authentication

When integrating TotalAgility with CCM, you can define application keys so that TotalAgility can be used with CCM in security aware environments. The application name can be chosen by the system administrator and the key is a generated password of fixed length.

### Close and unlock

Close and unlock an item, such as a process, form, business rule, skin, classification group, extraction group, folder type, document variant and more, so that you can release the item easily and quickly.

### Display the name for an item

View the names of items, such as process, case, activity, form and control, you are configuring so that you have context when moving between items.

### Enhanced consuming

For ease in finding an item for consuming, you can:

- Filter items by item type for actions, variables and form controls.
- Expand items to display their details in the Explorer panel, and sort items by name.

### Job clear down audit trail

A new audit type is available to provide an audit trail when jobs have been cleared down.



## SharePoint 2016 support

You can configure the TotalAgility custom web pages in SharePoint 2016.

## Integrate with Kofax Import Connector

You can integrate TotalAgility 7.4.0 with the latest version of Kofax Import Connector 2.5.0.

## MFP Starter Pack

The MFP Starter Pack is included in the TotalAgility on-premise components package that is available to Azure users.

## MFP

This section describes the enhancements in MFPs.

### Default form layouts

The auto-generated MFP forms have the default layout with certain form elements as follows:

- The MFP Scan Create New Job form and MFP Take Activity form for a Scan activity contains the Scan (scans, submits and completes the activity), Scan Settings, and Cancel buttons. The Take Activity form for an ordinary activity contains the Complete and Cancel buttons.
- An MFP work queue table displays the available jobs.

### Asynchronous job creation

By default, TotalAgility allows another job to start before the current job finishes uploading the images to the server. A new setting, Upload and Progress job is available in the Scan action that allows another job to start only after the current job finishes uploading the images to the server.

### Scan preview

A new setting, Scan Preview is available in the Scan action to preview and verify whether the documents are scanned correctly when scanning a document using MFP devices.

### Scan Settings action

This action helps to view and modify the scan settings on the MFP devices.

### Enhanced Scan/VRS profile

In the Scan/VRS profile's General tab, the following settings are added to restrict the runtime editing of MFP Scan forms (Scan Create New Job and Scan Activity): Paper Size, Duplex, Resolution and Color.

In the Scan/VRS profile's Advanced tab, use the eVRS Settings Only is added to limit image processing to only what is specified by the eVRS command string. This helps in determining how the image is to be processed by eVRS.

## Split login

You can enable split login for the profile of an HP device.

The advanced properties of an activity include a new option, MFP-Only-No Password Required, which allows MFP operators to log on to the HP devices without specifying the password.

## Tenant Management System

This section describes enhancements in Tenant Management System.

### Tenant database servers

You can add, update, or delete tenant database servers, and update the tenant to use the new tenant database server.

### Update Azure tenant database

You can add and modify an existing tenant database server within the Azure Tenant Management System and do not need to update each tenant individually. This is useful when updating the database server location or user credentials when it is already used by the existing tenants.

## TotalAgility Workspace

This section describes the enhancements in the Workspace.

After an upgrade, the new features in Workspace, such as system queries, are not imported automatically. If you are upgrading, you must compare packages to see what has changed in the Workspace package and import those changes.

### Job ID as a hyperlink

When a job, case or job in case is created successfully, the Job ID is displayed as a hyperlink that redirects you to the Job Properties page.

### New forms in the Workspace package

The Workspace package contains the following new out-of-the-box forms: ManageBusinessRuleLogging, MonitorWorkload, ScanSettingsPopupForm, SessionTimeout, and WorkAllocationRule.

### Import Workspace package

When upgrading TotalAgility, you can import the TotalAgility Workspace package using the **Import system Workspace package** option.

For an on-premise multi-tenant installation, after upgrading the tenant, you must import the latest Workspace package to use the out-of-the-box forms.

## View business rule history

Use the Workspace Administration option, Manage Business Rule Logging, to view the history of a business rule, and debug the rule. The history is logged as each node, or business rule is completed. The business rules can be executed from a process, form, test business rule option or a capture action, such as validation. The business rule will be recorded as a separate job and the job properties can be viewed.

## Transformation Designer

This section describes the enhancements in the Transformation Designer.

### Train all pages of a document

Train all pages of a document for better classification and extraction results, and exclude individual pages from training if they are not required.

### Merge project versions

You can merge a Transformation Designer project to a newer version when a solution is upgraded. The Classification and Extraction training sets are not merged; make a copy so that you can manually merge them at a later time.

## Import settings

This section describes the enhancements in Kofax TotalAgility Import settings.

### Document preparation during ingestion

For POP3, IMAP, EWS, SMTP, File, FOIP and External Fax Server, use the following import settings for preparing the documents:

- Skip Import for Extensions (not applicable for FOIP and External Fax Server)
- Skip Import for Files of Size (bytes) Less Than
- Extract PDF Portfolio Content (not applicable for File, FOIP and External Fax Server)
- Import Content (not applicable for FOIP and External Fax Server)

### Add new metadata fields

The following fields are added for import sources that can be mapped from a certain input to Kofax TotalAgility fields to use further in the process: Time Posted, Time Created, Pages, Error Level, Error Info and Message ID.

## Document normalization

The following import settings are added for POP3, IMAP, EWS, SMTP, and File:

- **Document Normalization:**
  - Normalize Incoming PDF Documents to PDF/A
  - Flatten XFA forms to PDF/A Documents using Adobe LiveCycle
  - Normalize non-PDF eDocuments to PDF/A
  - Concatenate Multiple PDF Files
- **XML Processing:**
  - Kofax XML Import Mode
  - Kofax XML Page Tag Processing Level

## VRS processing and document archiving

The following import settings are added for POP3, IMAP, EWS, SMTP, File, FOIP and External Fax Server:

- **VRS Processing:**
    - Scan/VRS Profile
    - Extract Text from PDF and Apply Scan/VRS Profile to eDocuments
- The Extract Text from PDF option is not available for FOIP and External Fax Server

## Exception handling during import

In case of an exception error during import, you can send a notification email to the configurable email recipients for POP3, IMAP, EWS, SMTP, File, FOIP and External Fax Server as follows:

- Reject Notification Recipient List
- Include Complete Email Message as Attachment and Message From
- Send Email to Originator

The Send Email to Originator option is not applicable for FOIP, File and External Fax Server

## Support for Kofax XML for import

You can use Kofax XML to import documents into TotalAgility. The import connector understands the XML schema out-of-the-box, maps the used fields and classifies the document as defined in the XML.

## Exclude file types from import

You can exclude certain file types, or files smaller than a certain file size from importing into TotalAgility to avoid potential document conversion or OCR errors.

## Document archiving

For POP3, IMAP, EWS, SMTP, File, FOIP and External Fax, you can specify the location for storing the archived documents.

## Updated Message connector version

Message Connector version MC-3.25.60 is integrated with Kofax TotalAgility.

## Chapter 3

# Changes in behavior

This chapter describes changes to the product behavior since the previous release.

## TotalAgility documentation

The full TotalAgility documentation set is no longer available from the installation media. For details, see [Product documentation](#).

## Workspace package

The Workspace related out-of-the-box forms that belong to the following items are removed from the database scripts (Initialise\_Forms.sql and Initialise\_Main.sql) and added to the Workspace package: Themes, Workspace Menus, Sites, Regular Expressions, Field Formatters, Personas, Job Schedules, System Queries, Job Queries, Workqueue Queries and Hot Keys.

By default, the System query is now shared with the Everyone group, which was previously shared with the Administrators group.

## Role member association

The Overwrite Roles option under Process Import Options group is removed from the Import Package and Compare Packages pages.

## MaximumNumberOfActivitiesToLock

The default value for MaximumNumberOfActivitiesToLock configuration setting for Core Worker service in TotalAgility and Azure environments is increased from 16 to 32, to provide better throughput of automatic activities in TotalAgility.

## End user license agreement

The Legal requirement in the End User License Agreement screen of the Kofax product installation has changed.

## Sybase support within DAS

The Data Access Service in TotalAgility no longer supports the Sybase database.

## Internet Explorer support

Internet Explorer 9 and 10 are no longer supported for use with TotalAgility Designer and TotalAgility Workspace.

## Cross Product Compatibility Matrix

The Cross Product Compatibility Matrix on the Kofax website is renamed as Technical Specifications.

## Auto cancelling of an activity

The auto cancellation of an activity gets the JobID, EPC and NodeID of the activity from the form variables JOB\_ID or sppJOB\_ID. From TotalAgility 7.4.0, this data is fetched from the following global variables: JOBID, EPC and NODEID.

By default, Redirect Confirmation is set to No on forms created in previous versions of TotalAgility 7.3.1. If you change the setting to Yes, the upgraded forms will automatically use the new global variables if RedirectConfirmation is set to Yes, as this call to CancelActivity is internal and not a form action.

## Canvas control

The Canvas control is no longer supported and is removed from the toolbox for the Desktop, Phone and Tablet forms.

## Variable type was incorrectly populated

In previous versions of TotalAgility 7.3.1, if a process with an initialization variable of type "document" or "folder" had a null value, an exception was not generated as the variable type ID was incorrectly populated. In TotalAgility 7.4.0, the variable type ID is correctly populated and the exception is generated if a process has initialization variable with null value.

## JavaScript actions

The following forms previously used Javascript actions: Administrator, CaseWorker, Delegation, ForgotPassword, JobDetailsViewJob, RemoveFinishedJobs, SkillLevel, Supervisor, TaskWorker, WorkspaceHeader and Reassign. For these forms to work in TotalAgility 7.4.0, you must update the forms manually by creating a new standard form action or updating the Javascript action in the form, or import the updated forms.

## Sticky Session to be deprecated

The Sticky Session feature was originally intended to improve Capture Client User Interface performance. However, through various Capture Client performance enhancements made in recent Kofax TotalAgility releases, the use of this feature is no longer necessary to achieve optimal performance. Therefore, the Sticky Session feature is planned to be deprecated in future releases of Kofax TotalAgility.

For TotalAgility 7.4.0, there are no changes to the Sticky Session feature, and it will work the same as in previous releases.

## Label control support

You can configure label controls on a Device Create New Job form so that you can present long text information at the MFP front panel. This feature is currently used only on Ricoh MFPs.

When you open the Device Create new Job form on a Ricoh MFP that contains a label control with long text strings, an ellipses (...) button appears next to the text. Clicking the ellipses button displays the full text in a window.

## Thin client

The capture activity clients are now referenced as Capture Clients instead of thin client. For example, Scan Client, Document Review Client, Validation client, or Verification Client.

## Session ID in URL

The Session ID was exposed in a number of TotalAgility forms via the URL. This is now changed to use the sessionStorage object and not pass the ID between forms.



## Chapter 4

# Resolved issues

This chapter describes issues that are resolved in Kofax TotalAgility 7.4.0.

## Canon image preview setting was missing

On the Settings > Advanced tab in Devices, the `mfp.scan.preview` setting to enable scan preview mode was missing in `mfp.canon.properties` namespace. (798403)

## Konica Minolta locked up when logon failed

On Konica Minolta MFP models C224e and C308, a failed logon to Kofax TotalAgility caused the device to lock up. When invalid credentials were entered, the "Incorrect user and name and password" error message appeared. On closing the error message window, the MFP did not respond and had to be restarted. (769381)

## Large jobs on Lexmark cSF devices did not reach server

When large jobs, such as 160 pages at 600 dpi or 700 pages at 300 dpi were sent using a Lexmark cSF device, the device displayed the following error: "An exception has been thrown when reading the stream." The pages did not reach the server. (747771)

## eDoc export failed on Kofax Export Connector for Text

When a job or batch was exported with at least two documents, the second document was placed in an infinite loop that created a number of folders and 0 KB PDF and TIFF files (Name\_Vxxx) until the export service was manually stopped.

The document was placed in the loop regardless of the documents being single-page or multi-page, even if the first document or both had eDoc (PDF or Word) source documents. (746658)

## Indexed PNG icon for Lexmark cSF Devices did not register

When the Lexmark Registration Client was used to upload a custom icon that met all of the documented requirements, an Invalid icon error appeared upon clicking Register. (746178)

## Lexmark Registration Client and CSV files

The Lexmark Registration Client continued to register devices from a CSV file even after the user cleared its file name and entered the IP address of a single device. The devices specified in the CSV file were registered again along with the newly specified device. (743648)

## Timeout issues occurred when scanning from Lexmark cSF MFPs

When a Lexmark MFP with a cSF client was used, the Kofax TotalAgility server timed out if it did not receive data from the device within a period of time. A long delay during scanning, such as an unresolved paper jam, caused the server to time out. After the timeout, the device could not send data for the current scan job, and it may have been unavailable when a new job was started. (742493)

## Store Assembly not exported with process map

When upgrading TotalAgility, the older packages were not imported correctly. (729568)

## Lexmark cSF devices showed 404 error on first job

When you installed the cSF client on a Lexmark device, a 404 error appeared the first time an activity was taken, indicating that the file or directory was not found. This error occurred inconsistently when the activity was taken on the Workspace or device. (727837)

## Could not install TotalAgility client on older Lexmark devices

On older Lexmark devices, such as the 656de, the KofaxLexmarkClient\_compact.flis files were too large to upload from the Lexmark web page. (694635)

## Incorrect orientation of cell or row controls on a phone form

When the orientation of a cell or row was changed from vertical to horizontal on a Windows phone form, the controls inside the cell or row still displayed vertically at runtime. (690831)

## Calendar icon not displayed

The Calendar icon was not displayed on a Windows mobile device at runtime. (690803)

## CCM Compose activity remained in a taken state

When a pack was generated using a template that did not support signing, and SignDoc was used for distributing the pack, the activity remained in a taken state instead of the job getting suspended with an error to indicate that the pack was invalid. (689309)

## Keyboard covered the mobile form text box

When a form was browsed using a mobile device and tapped on the text box, the keyboard covered the screen. This prevented user from entering the text in the text field. (668419)

## System.IO error on process import or export

The System.IO error occurred when concurrent users tried to import or export a process in TotalAgility on-premise separate Web Application server. (589887)

## Message Connector

### Process password issue

The Process password in the Import connection on Kofax TotalAgility was also saved in the Administrator password field. (898710)

### Admin and process users setting issue

When passwords for the admin and process users were configured in both Message Connector and Import Connector in TotalAgility, TotalAgility could not poll from folders. (898705)

### Incorrect documentation

Description for configuring sub-folder as a processed folder for EWS import was incorrect in the documentation. (891335)

## Recipient variable

The Recipient variable was taken from the message entry instead of a message header. As a result, an incorrect value was mapped since the message entry was always the polled mailbox which could be different from the actual recipient of the message. (886227)

## Two imports were set up to poll from same folder

Two import connections could be set up to poll from the same folder. This resulted in multiple jobs for one file. (883483)

## Create Document From Body option not working

The Create Document From Body option in import source configuration was not working on certain types of email messages. (880803)

## File mask was disabled

If "File Detection Mode" was selected as 'File Not Modified Since' and saved, the next time when the saved configuration was opened, 'File Mask' was shown as disabled. The File Mask should be enabled for 'File Not Modified Since' option and disabled for 'Use Trigger' option. (868512)

## Messages not polled from a shared mailbox

In Message Connector 2.5.0.2 and 2.5.0.3, it was not possible to poll messages from a shared mailbox using EWS. (865123)

## FileName property issue

When the import connector was used with file import and the FileName metadata was mapped into a process, this variable randomly was overwritten/duplicated. (862401)

## Incorrect or missing error message for Message Connector URL

Incorrect error message was displayed in import configuration when the Message Connector URL was wrong or missing. It was difficult to identify the actual issue with the error message. (838852)

## Unable to import multi-page image file

When using Kofax XML to import multi-page images, TotalAgility imported only the first page of the file. If a multi-page image was referenced, it was added as the first page of the document and only the first page of the document was shown in validation. (833273)

## Incorrect status for EWS mailbox connection

For a EWS service, Message Connector displayed the OK status with green color for an invalid user, or password. (799645)

## Polling/processing speed issue

When a folder was processed with a large number of files, the sorting process caused the actual import speed to drop dramatically as compared to slowly feeding the polled folder with files. (764455)

## Watched folder issue

When File Import from a Watched Folder was used, the output results had one job with the two attached TIFF files, and another job with two blank files instead of creating one job with two documents. (759554)

## Confusing manuals about the Import Connector Web service

Some descriptions for Import Connector manuals delivered with Kofax TotalAgility were incorrect. (735953)

## Incorrect error message for import source and import connection

Incorrect error message was displayed when one import source type was configured for each import connection. You can configure only one active import source type per Import Connection. (726074)

## FoIP server configuration

When configuring the FoIP Server, the option to Enable V.34 support was displayed as Enable V3.4 support instead of V.34. (726039)

## Chapter 5

# Known issues

This chapter describes issues that you may encounter while using TotalAgility 7.4.0 and provides workarounds, as applicable.

## Unexpected results when overriding color mode on Lexmark Android MFPs

If you associate a Device Scan/VRS profile with a shortcut on a Lexmark Android MFP and enable runtime editing settings, changes you make to the color mode on the MFP front panel do not take effect. The settings defined in the Device Scan/VRS profile are still used. This was detected on model CX820 devices. (912438)

**Workaround:** If you plan to change color mode settings at the MFP front panel, do not associate a Device Scan/VRS profile with the process associated with the shortcut.

## Display rule issue

The order that form actions execute combined with timing sometimes causes display rules not to run. This is an intermittent issue that occurs on the mobile devices. (912288)

## Associated job in case is incorrect

When you create a job on a capture enabled process from the associated jobs of a case definition, the Scan Create New Job form appears instead of an error. (912282)

## Need to wait for scan job to complete before starting a new task

When using a Lexmark cSF MFP with the MFP Starter Pack, a spinning icon may appear when you send a document with the MFP Create New Job form. This icon remains until the entire job is sent to the server. You can either wait for the job to complete before starting a new task, or return to the Home screen, log back in, and start a new job. (This previous job will still complete.) This does not affect the MFP Scan Take Activity form. (912004)

## Split login with the Scan activity does not display a valid error

On Lexmark eSF and Emulator, split login should display an error when you take the Scan activity from an embedded process because the document or folder had not yet been created. Instead of a descriptive error message, the app hangs on Lexmark eSF, or the user can scan, but a Web service exception appears when you click Send and Exit on the Emulator. (911996)

## Error when scanning with a Device Create New Job form

When you scan with a Device Create New Job form which contains hyphen (-) in its name, the following error occurs:

```
"Method 'Kofax.EventsExecutor.onSaveFieldChanges_[DCNJ_form_title]_Batch1' not found"  
(911994)
```

## HP OXPd 1.4 deprecation

HP has ended support for OXPd 1.4 SDK. Kofax TotalAgility 7.4.x is the last version of the product to support HP OXPd 1.4. (911470)

## Import Connector installation fails

When you install TotalAgility from a read-only network share, the Import Connector does not get installed successfully. (911223)

**Workaround:** Add Write permissions to the network share.

## Issue when cookies or pop-up are not allowed

When you disable cookies or turn on Pop-up Blocker on a browser, some features in Kofax TotalAgility may not work correctly. (911043)

**Workaround:** Enable cookies and allow pop-up for TotalAgility site.

## Lexmark eSF client hangs after stopping IIS

Stopping IIS can affect the Kofax eSF app on Lexmark Android MFPs. If a user presses Scan when IIS is stopped, the eSF app hangs and the Return and Home buttons do not work. There is no error message. (907167)

**Workaround:** Wait for the app to time out or turn the device on and off. Then, restart the Kofax eSF app.

## Refresh button not visible

Upon upgrading TotalAgility 7.3.1 to 7.4.0, the Refresh button on an MFP Work Queue form is not visible at runtime as the button height is incorrectly set to 0 in the previous versions of TotalAgility. (900768)

**Workaround:** Manually set the Refresh button height to an appropriate size, such as 22px (default).

## Application URL settings not recognized

When entering URLs for different screen sizes in the Application URL table in the Lexmark Registration Client, only the URL in the "Other" field is recognized. The URLs for specific screen sizes are not recognized. If a URL is not supplied for the "Other" field, the registration fails. This occurs with Lexmark Firmware 3 or earlier. (899932)

**Workaround:** Upgrade the Lexmark MFP to Firmware 4 when available.

## Back button on Lexmark cSF MFP does not work at the MFP Taken Activity form

MFP Starter Pack uses a redirect in the current view to improve performance. However, clicking Back does not work at the MFP Taken Activity form. (899099)

## Unable to connect Xerox MFPs

When the IIS server is restarted, Xerox MFPs cannot connect to the TotalAgility server. The following error occurs, "HTTP error 404. The requested resource is not found." (896449)

**Workaround:** Press the Clear All button on the device. It should then be able to reconnect to the TotalAgility server.

## Slowdown on Ricoh MFPs

Because the `-http_client` apache setting on Ricoh MFPs prioritizes the memory footprint to reduce issues on device memory usage, the performance seems slower and the intervals between retries seem longer than those defined on the Advanced Settings tab in Devices. This has been detected on the following Ricoh models: 2554 (12x), 3003 (11x), 4002 (10x), and 2550 (4x). (890090)

**Workaround:** Set `-http_client` to default or ME10x mode.



## Delete button is inconsistent on Lexmark cSF image preview

The Delete button on the Lexmark cSF image preview works inconsistently, depending on how the document is scanned. When the document is scanned on the flatbed, pressing Delete deletes that image. When the document is scanned from the ADF, pressing Delete cancels the entire job. (800873)

## Chrome browser unresponsive on iPhone 4S and iPad

When closing the pop-up window on an iPhone and iPad, that uses the older version of Chrome (such as 44), the Chrome browser crashes.(642318)

**Workaround:** Use the latest version of Chrome.

## Case Worker form does not load on an upgraded environment

When you upgrade to latest version of TotalAgility, the Case Worker form does not load. (887541)

**Workaround:** Import the latest Workspace package.

## Connection issue

You cannot connect to an IMAP mailbox if the Processed Folder contains a space character in its name. (882082)

## Session ID issue

If the session ID is not mapped to the Web Capture control, the control looks for a specific global variable for the session ID. (836539)