Kofax SafeCom G4 Server

Release Notes
Version: 10.520.12.120

Date: 2021-04-27

KOFAX

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Chapter 1

About This Release

The release notes provides information about SafeCom G4 Server version 10.520.12.120 and SafeCom Print Client 10.520.12.24. Please read this document carefully, as it contains information that is not included in other SafeCom G4 Server documentation.

Content change

The following change was made in this *SafeCom G4 Server 10.520.12.120 Release Notes* document since it was initially published on September 17, 2020: In the "System requirements" section, Microsoft Windows Server 2012 R2 is no longer listed as a supported operating system.

System requirements

Installation Requirement	Description
OS	Windows Server 2019 and 2016. For demo purposes, it can also run on Windows 10, 8, and 7. When using Windows Server 2016 (either as a G4 server or for the Print Client), ensure that the following Windows updates are installed in this order: KB2939087; KB2975061; KB2919355, KB2999226. For Print Client 520.12, as a desktop operating system only Windows 10 is supported.
.NET	The Nuance Ethernet Card Reader Service REQUIRES Microsoft .Net Framework 4.6.
Virtualization software	VMware and Microsoft Virtual Server is supported as long as it supports the Operating System.
RAM	8 GB RAM or more (16 GB is a recommended minimum for larger deployments).
Storage	20 GB or more disk space to allow for database growth and print job storage (depends on utilization).
Database	In a SafeCom multiserver installation (Multiserver installation) the SQL master server must run Microsoft SQL Server 2019, 2017, 2016 SP1 or 2014 SP3. SQL Server 2019 Express is bundled in the G4 Server installer for standalone installations and for slave server installations in multi-server scenarios. When using G4 Server with an external SQL database, on the slave servers SQL Server 2014 Express (bundled with G4 520*10 and G4 520*11) and above are supported. It must be licensed and installed (including replication option). Microsoft SQL is quite memory intensive and basically the more memory the better.8 GB RAM is a good start.

Installation Requirement	Description
Network protocol	TCP/IP protocol installed and configured.
Network names	Ensure that the computer names in the SafeCom environment are shorter than 16 characters, to avoid connection issues due to NetBIOS limitations.
ICMP	Ensure that ICMP traffic is allowed between SafeCom components (SafeCom G4 server, Device Servers, Print Client, devices using various SafeCom Go implementations).
Cryptography	Capability for SHA-2 code signing. For details visit the MS Security Response Center.
Authentication	Decide on the authentication type before installation, as you will be prompted to choose by the installer. If you select Windows authentication, the account is required already during the installation and must have the "Logon as service" rights. The service account credentials also need to be provided, if necessary. The installer grants database sysadmin permission to the service account and to the user who installs the product.
License	SafeCom license key code. The SafeCom server and the SafeCom printers on Windows Server 2019 and 2016 are cluster-aware (requires a SafeCom Cluster Server license).
Other software	Do not install your SafeCom Device Server on a computer that already has a Print Client installed.

Note During G4 server installation, an installation log is created in the C:\Temp folder.

Chapter 2

Integrated hotfixes

This section lists integrated hotfixes in SafeCom G4 Server 10.520.12.120 and Print Client 10.520.12.24.

SafeCom G4 Server 10.520.12.120

- **G4-52010-528:** Push jobs use alternative network logon even when logon value is found.
- **G4-52010-526:** PCL6 jobs received via Output Manager do not show the correct number of pages.
- **G4-52010-525:** Patch .491 causes ScJobServer64.exe to fail. Premier Support: G4 520*10.239.507: SafeCom Master reports two Slave Servers are reporting Down.
- **G4-52010-523:** G4 520*10.491: Push Jobs with JobDataLogon do not print. PCL6 jobs received via Output Manager do not show the correct number of pages.
- **G4-52010-517:** PCL6 jobs received via Output Manager do not show correct number of pages. PCL6 jobs received via Output Manager do not show the correct number of pages and paper size. Push Jobs with JobDataLogon will not print.
- **G4-52010-507:** Print jobs are stuck in the spooler.
- **G4-52010-506:** Running SafeCom PopUp causes an increase in count of reserved handles for an extended period.
- **G4-52010-492:** Changing the tracking behavior changes the Access rights & Print All at Login checkboxes when multiple users are selected in SafeCom Administrator. DevUtil requires admin login to the device in order to change configuration XML. Batch operation is also supported, single credential can be used for several devices. G4 520*10: All Event Severities are sent to Admin email.
- **G4-52010-491:** ScJobserver service consumes large amount of memory. Safecom Services stop functioning intermittently.
- **G4-52010-490:** JobServer fails during reconnection to Tracking Server. Failure at server side when receiving invalid version of request is prevented- push print update tracking.
- **G4-52011-232:** G4 520.11 - Using Unified Client without a Tracking license prevents printing. G4 520*11.221.1: Windows Authentication does not add the specified user, and it does not create the database.
- **G4-52011-225:** G4 520*11: Users cannot log in to a device if Tracking license is not purchased.

Print Client 10.520.12.24

- **PC-52007-134:** Fix for a scenario where forcing black and white printing with RBP prints the output file in grayscale.
- **PC-52007-132:** Fix for a scenario where print jobs can get stuck in the spooler. Fix for problems with SafeCom Popup notifications.
- **PC-52007-128:** Fix for a scenario where the jobs of a user get stuck, and this causes the SafeCom Print Client service to fail.

Additional Documentation

For additional information, please refer to the following document:

- SafeCom G4 Administrator's Manual