

SafeCom HP Unified Client 5.9.1.9343

Release Notes

Release history

Document Version	Released	Affected	Description of Change
1.0	July 19, 2019	All	Release for SafeCom HP Unified Client version 5.9.1.9343

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1 Purpose

This document summarizes and communicates the feature changes, requirements, fixed and known issues for Kofax SafeCom HP Unified Client version 5.9.1.9343.

2 Scope

The scope of these release notes includes an overview of the known issues at the time of release and information about installation requirements and current documentation.

3 Installation requirements

The following section includes the installation requirements for the current release.

Installation requirements

Requirement	Description
SafeCom G4 Server version	This version of SafeCom HP Unified Client requires SafeCom G4 Server version 10.520.11.221 or above.
Windows Update should not run during installation	Make sure to update Windows before installing any SafeCom components. Various problems may occur when updates are running in parallel with SafeCom installation.
Unsupported HP devices	This release of the SafeCom HP Unified Client does NOT support single-function printers, multi-function printers with a touchscreen resolution smaller than 800x600 pixels, and HP PageWide Pro devices.
FutureSmart firmware version	This release of the SafeCom HP Unified Client only supports HP FutureSmart firmware version 24.7.2 or above.
Remove SafeCom Go FutureSmart embedded client	Any SafeCom Go HP FutureSmart versions previously installed must be removed from the device before installing SafeCom HP Unified Client.

4 Integrated hotfixes

The following hotfixes from earlier product versions are integrated in SafeCom G4 Server 10.52.11.221.

Integrated hotfixes

G4-52010-487	G4-52010-464	G4-52010-450	G4-52010-435	G4-52010-420	G4-52010-419
G4-52010-416	G4-52010-100	G4-52010-378	G4-52010-374	G4-52010-098	G4-52010-096
G4-52010-095	G4-093	G4-092	G4-089	G4-087	G4-086
G4-085G4-084	G4-082	G4-081	G4-078	G4-077	

5 Fixed Issues and updates

The following list contains the fixed issues and updates for this release:

Fixed issues	
ID	Description
190617-001322 / 166483	The From and To fields in the Scan to Email app now can be automatically populated with the email address of the active user.
190614-000133 / 166293	Performance for scenarios with a large number of billing codes improved.

6 Known issues

The following list contains the known issues in the current release:

Known issues	
Issue	Description
Logging in with card restores the device language to default	In certain scenarios, due to the default HP device firmware behavior, when a user changes the device language before logging in, using a card to log in may revert the language back to the default.
One minute to wait after (re)start	After restarting the device, due to device services starting up in the background, it may take about a minute until a user can log in via SafeCom. During this time, SafeCom may display an error "Server or network problems are preventing sign-in".
"Unexpected error. Please try again" error message may appear with Local device authentication	When initiating a login at the device, it is not recommended to change the authentication method to Local device, as this may result in unexpected behavior.
Empty pages tracked as monochrome in secondary prices	The server calculates secondary prices without having detailed page information, so empty pages are counted as monochrome.
No 3rd party authentication	This version of the client does not support 3rd party authentication.
No CLI uninstallation for DWS	This release does not support DWS uninstallation in the command line.
Cancelling quota communication results in unattended jobs	If the user cancels any device job immediately after the "Contacting quota server" message appears, then the statistic event for job finishing never gets to the server. This results in unattended jobs.

Fail to add device by IP address on Windows Server 2012 R2

If the server runs on Windows Server 2012 R2, then specifying Device Web Server by IP address may not work.

Workaround: Use the host name of the DWS.

7 Documentation available

The following documentation is available specifically for this release:

Documentation available

Document code	Document Title
EN-SCS-HP-UC-AM-5.9.0.9343-20190719	SafeCom HP Unified Client Administrator's Manual