

Kofax eCopy ShareScan

Release Notes for Ricoh Devices

Version: 6.2

Date: 2019-07-26

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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About this release

The release notes give you information about Kofax eCopy ShareScan 6.2. Please read this document carefully, as it may contain information not included in other product documentation.

Version information

The build number for Kofax eCopy ShareScan is 6.2.10724.0.

System requirements

The primary source of information about eCopy ShareScan requirements and dependencies on other products is the *eCopy ShareScan Technical Specifications* document, which is available on the Kofax website at www.kofax.com.

This document lists the versions of third-party software platform components that are supported for use with Kofax products. Kofax is committed to ensuring that our products work with these component versions and addressing issues that arise when our products are used in conjunction with them. Unless otherwise specified, we do not support the use of our product in conjunction with versions of software other than those listed in the *eCopy ShareScan Technical Specifications*.

New features

This section lists enhancements introduced to the product in Kofax eCopy ShareScan 6.2.

TLS 1.2 compliant full installer

The installer supports clean and upgrade installation scenarios in such environment where only TLS 1.2 protocol is enabled.

Manually editable installation locations

The installer enables to manually set the installation location for the ShareScan server, OmniPage Capture SDK and Apache Tomcat components.

Resolved issues

This section lists issues that have been resolved since Kofax eCopy ShareScan 6.1 SP1.

- Smart Forms Extender and Image Control configured with Omnipage barcode recognition engine recognizes barcodes properly on higher resolution images. (T-6495)
- Fixed output document creation issue that occurred when the ShareScan server has 32 or more logical processors. (T-6494)
- Quick Connect connector has been improved to eliminate delay in such environment where several thousand subfolder/files exists in the target folder. (T-6492)
- Quick Connect connector profile can now be saved without unexpected warning about missing Data Publishing keys for root path. (T-6491)
- Using Text Content Extender with page removal the text content of the page after the first removed page is now extracted properly. (T8-80965 / HF10540)
- Fixed possible synchronization issue during scanning process to avoid high-load intermittent communication error. (T8-80942 / HF4594)
- Workflow management has been improved in order to avoid high memory utilization occurring in certain circumstances when external authentication service is used. (T8-80912 / HF10538)
- Page order of the output PDF now appears correctly in a multi-page view of pdf viewer. (T8-80886 / HF10537)
- Sharecan Manager windows service automatic service restart mechanism has been improved. Shutdown timeout has been made configurable in order to avoid device connection error if the restart would take more time in certain circumstances. (T8-80800 / HF10536)
- Glossary management has been improved in order to avoid unexpected intermittent error depending on the load on the ShareScan Manager when a new workflow is starting. (T8-80800 / HF10536)
- In case AutoSync is turned on, workflows can be started properly on a ShareScan manager where ShareScan is installed on different path than on that ShareScan Manager where AutoSync was turned on. (T8-80800 / HF10536)
- Table Key Lookup attributes can be used when Open Text Content Server 16.2 is configured with Web services protocol in Open Text Content Server connector. (T8-80779 / HF10532)
- Exported profiles containing 3rd party connector profiles can now be import properly. (T8-80769 / HF10531)
- Connector profiles assigned to an Active Directory security group could be used at runtime even if Active Directory contains a computer as an object with 'user' objectclass and with the same name. (T8-80755 / HF10530)
- When the Description attribute is configured to contain the output document file name ('Use filename as description') in a Worksite connector profile, the connector fills out the Description attribute with the file name without extension in order to avoid duplicate file extension in the attachment of the email sent by the Worksite server later when the 'Use description for mail' option is configured for Description attribute on the Worksite Server. (T8-80667 / HF10526)
- Multiple watcher workflows using the same watch folder work properly. (T8-80630 / HF10525)
- Scan to Desktop connector worklows can start properly even if the Active Directory environment contains several domains. (T8-80548 / HF5006).
- An extender form does not appear incorrectly twice before the Preview form after New document is selected on the Redirect form of the previous workflow using DocuShare connector. (T8-80489 / HF10524)

- PDF files are created correctly without any black block in the file even if the input image is very high resolution and LZW encoded. (T8-80462 / HF10523)
- When the Quick Connect connector is configured with a "Destination list" containing both Connector Destination and other kind of destinations, the temporary metadata XML is not created – incorrectly – in the location belonging to non-Connector destinations. (T8-80465 / HF10521)
- Basic user configuration scenario support on Business Connect devices. (T8-80302 / HF10520)
- Performance optimization has been made to improve the login process when User Configuration with Active Directory security group is configured. (T8-80243 / HF10516)
- Fixed incorrect page orientation detection for scans of hand written pages: pages do not get flipped. (T8-80226 / HF10515)
- Fixed display issues that occurred when showing the attributes form or when runtime selecting recent folders containing a folder with backslash character in its name on the Navigation form. These issues were present when Open Text Content Server connector was configured with 16.2 or higher server. (T8-80193,80194,80195 / HF10514)
- Automatic service restart was improved to avoid intermittent ShareScan services restart issue. (T8-80174 / HF4588)
- Connector profile with apostrophe (') in the name can now be deleted. (T8-80111 / HF10511)
- ShareScan Manager is no longer stopped intermittently in certain circumstances because of a synchronization issue in Scan to Printer connector workflow. (T8-80039 / HF10510)
- If a connector profile is configured with RapPID Input and a Lookup Extender profile with multiple fields in a parent-child relationship, the child field is filled out automatically with the correct cached value. (T8-80035 / HF10509)
- Workflow management were improved to avoid unexpected intermittent device disconnect. (T8-80021 / HF10508)
- ShortcutCreator tool works properly even if ShareScan is installed with SQL LocalDB. (T8-79976 / HF10506)
- Database Lookup Extender field value is provided to the connector on Business Connect device. (T8-79947 / HF10505)
- Data Published value for a Date column of SharePoint connector is displayed at runtime correctly. (T8-79891 / HF10504)
- Licenses can be loaded even in case of non-English Administration Console language. (T8-79871 / HF10503)
- Fixed rotation issues that occurred on certain devices when scanning with the Auto color setting ON. (T8-79834 / HF10502, HF4586)
- Form Processing Extender configured with multiple templates containing zone(s) with the same name no longer creates duplicate Data Publishing Keys. (T8-79804 / HF4585)
- Fixed DPI recognition issue in certain cases (e.g. jpeg files stroging the DPI info in the EXIF tag) by introducing '*DefaultImageResolution*' advanced setting with '300' DPI default value in which the ShareScan administrator can specify the default DPI value that the Omnipage Capture SDK should use when the resolution of the image is unknown. (T8-79635 / HF4580).

Known issues

This section contains information about potential issues that you may encounter while using eCopy ShareScan 6.2.

Ricoh devices with v6 client cannot be added/work to/with ShareScan server when only TLS 1.2 is enabled

Some Ricoh devices with v6 client cannot be added/work with eCopy ShareScan when only TLS 1.2 protocol and more secure ciphers are enabled on operating system level. (T-6400)

Workaround: Enable TLS 1.0 and the following ciphers

TLS_RSA_WITH_AES_128_CBC_SHA

TLS_RSA_WITH_AES_256_CBC_SHA

Ricoh devices with v6 client cannot be added to ShareScan manager in case of remote database with Windows Integrated Authentication.

Workaround: run the Administration Console with a user who has the same database permissions as the user who runs ShareScan Agent windows server or db_owner rights and must have their default schema set to 'ShareScan'. (T-6533)

Quick Connect connector batch-based index value type fields cannot be customized in Personal Workflow Editor

If the QuickConnect connector profile is configured with File Naming and Index fields with Batch-based index value type then these fields with Batch-based index value type cannot be modified in Personal Workflow Editor during the personalization and at runtime these fields configured in the original profile are ignored using the personalized profile. (T-5052)

Misleading error appears validating a valid UNC path in Personal Workflow Editor

In Personal Workflow Editor a 'The folder does not exist' error message may appear when the user wants to check / modify a valid UNC path configured in the original QuickConnect connector profile depending on the file system permissions of the path. Using the personalized profile without modifying this path does not cause any issue at runtime. In order to modify such UNC path in the Personal Workflow Editor the user who runs the ShareScan Web Admin Host windows service has to have permission to the path. (T-5049)

Error using Quick Connect connector with MS Access database

If a Quick Connect connector Database destination is configured with MS Access database, the 'Blank username and Password' option is unchecked and a user (e.g. UserA) is specified for the database access then in certain circumstances 'Failed to copy the file to the destination - Unspecified error' may occur and no record is created for the output document in the MS Access database. (T-5004)

Workaround: add Read / Write permission for the configured user (e.g. UserA) on the temp folder of the user who is running the ShareScan Manager service (by default 'Network Service') or on the Program Data folder if the temp folder does not exist or add Write / Modify permission on the MS Access database file for the user who is running the ShareScan Manager service (by default 'Network Service').

Barcode recognition issue using Aspose barcode recognition engine

Using 'Aspose Barcode for .NET' barcode recognition engine in Image Control extender the following barcodes are recognized when the appropriate barcode type is selected (T-4882):

- a) Australian Post eParcel barcodes when selecting 'Australian Post eParcel' barcode type.
Workaround: select 'Code 128' barcode type to recognize Australian Post eParcel barcodes
- b) OPC barcodes when selecting 'OPC' barcode type
Workaround: select 'Code 25 Interleaved' barcode type to recognize OPC barcodes
- c) PZN 7 bits barcodes
Workaround: select 'Code 39' barcode type to recognize PZN 7 bits barcodes

Profile tool issue in case of Windows integration authentication for database.

Profile tool cannot be used in ShareScan Administration Console in case of remote database with Windows Integrated Authentication. (T-4881)

Workaround: run the Administration Console with a user who has the same database permissions as the user who runs ShareScan Agent windows server or db_owner rights and must have their default schema set to 'ShareScan'.

Different user is used by Business Connect and ShareScan server

If NBC Mobile server and eCopy ShareScan server are in different domains and two users have the same login name and password in these two domains, then Business Connect will be acting on behalf of the Business Connect domain's user but ShareScan will be acting on behalf of the ShareScan domain's user. (T-4859)

Workaround: Install Business Connect and eCopy ShareScan server in the same domain.

Personalized Quick Connect connector profiles cannot be used on Business Connect devices.

Personalized Quick Connect connector profiles cannot be used on Business Connect devices. (T-2412)

Strange password input behavior in Asian languages on Ricoh devices

Using Asian languages with the Ricoh device native keyboard may cause extra asterisk (*) characters to appear in the password field. Arabic numbers are displayed plain, without masking. Closing the native keyboard when Japanese Kana is set causes the Arabic numbers to transform into Japanese symbols. (T-2410)