

# Kofax Copitrak

Release Notes

Version: 3.0.16

Date: 2019-12-19

**KOFAX**

© 2019 Kofax. All rights reserved. Kofax is a trademark of Kofax, Inc., registered in the U.S. and/or other countries. All other trademarks are the property of their respective owners. No part of this publication may be reproduced, stored, or transmitted in any form without the prior written permission of Kofax.

## Table of Contents

About this release .....	2
Version information .....	2
Documentation .....	2
New features .....	3
Network printing setup.....	3
Known issues.....	4
Current limitations .....	4
Scanning from Copitrak requires scantrak.ini to be copied from the server to the desktop .....	4
Batch store to DRS does not create TMP files after the first batched job .....	4
DRS Store does not work for shared printers.....	4
“Collated” is not tracked properly in the EXR file.....	4
Failed to print to a Canon Generic Plus PS3 driver using WordPad .....	4
Delayed pop-ups behave unexpectedly with Canon Universal V4 print drivers .....	4
Immediate pop-ups behave unexpectedly with Canon Universal V4 print drivers.....	5

## About this release

The release notes provide information about Kofax Copitrak 3.0.16.148. Please read this document carefully, as it may contain information not included in other product documentation.

This release includes an updated version of Copitrak Desktop. The server software is not updated with this release.

## Version information

This release of Copitrak 3.0.16 is identified by build number 3.0.16.148.

To verify the build number, in the Control Panel, verify that the version for **Copitrak Desktop Suite** is 3.0.16.148. The last three digits correspond to the build number.

Copitrak Desktop is listed separately with 3.0.16.146 as the version.

## Documentation

The full documentation set for Copitrak is available at the following location.

[https://docshield.kofax.com/Portal/Products/en\\_US/Copitrak/3.0.16-2z8rg6dfv3/Copitrak.htm](https://docshield.kofax.com/Portal/Products/en_US/Copitrak/3.0.16-2z8rg6dfv3/Copitrak.htm)

## New features

This section describes the features and enhancements included in Copitrak 3.0.16.

- Enhanced compatibility with 64-bit applications
- V4 Print Driver support
- Metro application support
  - Also known as Windows Apps, applications developed on the Universal Windows Platform (UWP) are now supported.
- Enhanced page counting and detection
  - This release leverages the Equitrak Page Counting Engine, a robust page counting solution that ensures accuracy and improved compatibility with various print streams.
- Improved driver compatibility
  - This release supports an extended set of driver languages.

## Network printing setup

If you use network printing, the following setup is recommended.

Configure a dedicated queue for users that is a “Stored Job” queue, then:

- Configure a local queue to pop-up to “Store Only” on this queue
- Configure all other network queues to not have the “store” option enabled

## Known issues

### Current limitations

In this release, you are unable to track a fax printer, track print to PDF, and print from a Mac computer.

### Scanning from Copitrak requires scantrak.ini to be copied from the server to the desktop

**1369615:** The scantrak.ini file is not automatically copied from the server to the desktop.

To resolve the issue, copy the file manually to C:\Program Files(x86)\Kofax\Copitrak\Desktop.

### Batch store to DRS does not create TMP files after the first batched job

**1368516:** No TMP files are created after the first batched job. Only TMP file for the first batched job is created.

### DRS Store does not work for shared printers

**1369159:** If you print a document to a shared printer and then click **Store** on the pop-up, the TMI and TMP files for the document are not created in the DRS folder.

To resolve the issue, configure the shared printer to a TCP-IP printer.

### “Collated” is not tracked properly in the EXR file

**1338399:** This version of Copitrak Desktop cannot track “collated” jobs because the information is not passed for tracking. At the MFP, the specific job is still collated.

This is working as designed.

### Failed to print to a Canon Generic Plus PS3 driver using WordPad

**1361843:** You cannot print a document using WordPad to a Canon Generic Plus PS3 driver.

### Delayed pop-ups behave unexpectedly with Canon Universal V4 print drivers

**1368446:** When verifying the tracking details in the EXR file for delayed pop-up mode, all pages are tracked as BW pages, the sets count was 0, and the media (paper) size was 0.

## Immediate pop-ups behave unexpectedly with Canon Universal V4 print drivers

**1368454:** In immediate pop-up mode, page counting information is missing. When verifying the tracking details in the EXR file, all pages are tracked as BW pages and the media (paper) size was 0.