

# Kofax FraudOne

## Release Notes

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The logo for KOFAX, consisting of the word "KOFAX" in a bold, blue, sans-serif font.

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## Chapter 1

# About this release

The release notes give you information about Kofax FraudOne 4.4.2. Please read this document carefully, as it may contain information not included in other product documentation.

## Version information

The build number for Kofax FraudOne 4.4.2 is 4.4.2.0.0.1.

## Product documentation

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

The product documentation for Kofax FraudOne 4.4.2 is available online:

<https://docshield.kofax.com/Portal/Products//FO/4.4.2-c5l5th79bw/FO.htm>

## New features

This section lists enhancements introduced to the product in FraudOne 4.4.2.

### Improved fraud detection capability

Fraud detection is improved, including the ability to enable the analysis of “not on us” checks at the bank of first deposit, along with:

- Endorsement signature verification
- Profiling for amount and volume statistics, and serial numbers

### Extended logon functionality for Active Directory

Users have the ability to log on using an existing Active Directory infrastructure.

### Compliance with OWASP ASVS V3 requirements

The FraudOne Thin Client now complies with the current market requirements related to the OWASP Application Security Verification Standard (ASVS) 3.0.

## Chapter 2

# Resolved issues

This section lists issues that have been resolved since Kofax FraudOne 4.4.1.0.0.1.

## SignBase: Application Server unresponsive

**139997:** While accessing user management in the Administration client, the application server became unresponsive while deleting a user in Active Directory.

## SetupCfg sometimes failed when importing a workspace

**1379073:** When SetupCfg.cmd -importworkspace was run, it failed intermittently without displaying diagnostic messages or a success message.

## SBNewTabs44\_db2.db2 failed on DB2 11

**1342503:** When SetupCfg.cmd -importworkspace was run, it failed intermittently without displaying diagnostic messages or a success message.

```
alter table SP_ADDRESSMAP
add column LCMACHINENAME
varchar(40) not null generated always as (lower(MACHINENAME))
add column LCFILENAME
varchar(40) not null generated always as (lower(FILENAME))
add column LCINSTANCENAME varchar(40) not null generated always as
(lower(INSTANCENAME))
add column LCINSTANCETYPE varchar(40) not null generated always as
(lower(INSTANCETYPE));
Error: DB21034E
```

The command was processed as an SQL statement because it was not a valid Command Line Processor command. During SQL processing, an SQL20054N error appeared.

## Java client: Search for customer with Greek name returned no result

**1337996:** When searching for a Greek customer name, the Java client displayed the message "The request list is empty." This situation occurred when the Greek name exceeded half the field length of 15 or more characters.

## Unable to update database password

**1325039:** The database password could not be created when a FraudOne local configuration was created using the command "SetupCfg.cmd -initlocal," which records the configuration bootstrap information in a local configuration data file.

## Encrypted password in SrvMngr4 caused ASV error

**1321273:** The ASV server failed to start when using an encrypted password for ODBC ID in srvmngr4.ini.

## DFP Stage2 Error

**1318950:** The table truncation program failed and displayed the following error:

```
ODBCDiag: 0(SQL_SUCCESS) - SQLAllocHandle(STCN Cursor)
SQLPrepare((null))ODBCDiag: -1(SQL_ERROR) - SQLPrepare((null)) SQLSTATE: HY009 Native
Error: 0; [Microsoft][ODBC Driver Manager]
Invalid argument value ODBCDiag: 0(SQL_SUCCESS).
```

## Incomplete SignPlus2 license files caused unlimited license

**1318863:** When the Server Manager read the license limits from the SignPlus2.lic file, if one or more license values were missing, the result was an "unlimited" license.

## LiveInfo: Exception when non-legacy constructor was used

**1318636:** When the LiveInfo interface was used without one of the legacy constructors, the SrvMngrInitJava process ended due to a Java null pointer exception.

## Java Client SC: Previous, Next items dimmed

**1316815:** When viewing the image of an item from SC-Lists, the menu items, "Next item from list" and "Previous item from list" were disabled under SC-Action.

## SPSchedule.exe could not start final server instance

**1315825:** If more than one instance of a server existed, the last one could not be handled by SPSchedule.exe.

## Issue with column order and sorting in check decisions

**1313357:** The check decision lists did not honor the docHistSortColumn key, and did not order the list according to the sequence defined in docHistColumnSelection.

## Context menu displayed too far from the selected page

**1311142:** If a customer/account had a long list of account attachments that required scrolling in the navigation on the left pane of the Java Client, the context menu did not display in the expected position.

## Java Client unresponsive while retrieving records from SC List

**1307326:** When retrieving the list of checks from a queue (menu items under SC-List), the SignCheck Java Client took a long time to display the list.

## SignPlus eForm error message not displayed on SignDoc Web

**1295588:** When SignPlus eForms could not connect to the FraudOne server, an empty error message dialog box appeared on SignDoc Web client.

## CTI - JClient: Accepting checks not allowed with Account Grouping active

**1295440:** On queues where Account Grouping was set, the Accept (or PAY) decision did not work as expected.

## Java Client did not check for duplicate account numbers

**1293212:** When saving an account attachment, the Java Client did not check for a duplicate account number.

## Accept decision option disabled

**1292438:** The option to decision accept for an item intermittently became unavailable.

## Java Client allowed searching and displaying accounts from another BNO

**1288153:** When the Java Client was in one BNO (such as 001) and the user was searching for an account, it produced a list that included accounts from another BNO.

## FeatureID assigned twice

**1286215:** If the Limits for GIA were not defined, the Automat GIA set the default FeatureID 1793, which was also used by SAE.

## Getter data viewer error

**1282452:** There was an issue with the Getter data viewer. When selecting a file in the viewer, the viewer was not able to interpret the x9.100 file format.

## Wrong handling of amount entries in SearchCheck dialog

**1277738:** Search did not correctly convert full currency entries in the dialog box entry field: For example, the entry of 1,999 and 1,999.00 should have created the same search results, but 1,999 was treated the same as 1,99.00.

## SetupCfg import workspace error

**1263216:** During upgrading of FraudOne 4.2 to 4.4.1, SetupCfg.cmd reported a failure to load the workspace.



## Java Client short name search issue

**1257841:** Searching for the complete short name description (SOUTHERN MT ABSTRACT) resulted in the message "The requested list is empty."

## Account grouping did not process checks when accept reasons were configured

**1248393:** Account Grouping in SignCheck did not work with Accept reasons. In the 4.3 UAT environment, the Java Client failed to detect items in active queues. When the user tried to accept a check, entered a reason, and clicked accept the check; the client did not detect it.

## SQL error reading a customer record

**1241440:** A defect was identified in the application server Zu90R module (the SQL used interprets correctly for syntax, but failed in a data dependent way). The program did not match DB2 12's expectations about data content during a conversion from a timestamp structure to a date. These have been changed after Version 10.

## CSV UTF-16 Account Loader support

**1224532:** It was determined that Congos only allows the following export formats: Generate CSV Output, Generate XLS Output. The bank needed the Account Loader to read a .csv file which is encoded as UTF-16. The Account Loader had a problem with the line endings with UTF-16.

## Unverified Accounts: Searching for user led to a database error

**1218254:** The search for a user in the Unverified Accounts dialog box in the Java Client generated an error:

```
The Database has a
problem. Monitor Log shows error: E2018-11-30 02:31:03.2 Q SB-Data-1: VBS2268 [Zu90R]
ODBC: Error in RFindVerifyCustomers:Execute
UserVerList -1 SQL_ERROR E2018-11-30 02:31:03.2 Q SB-Data-1: VBS2269 [Zu90R] ODBC:
State:42000.
```

## Java Client: Highlight Patterns could not be saved

**1217924:** An error occurred when saving a Highlight Pattern.

## Failure accessing local configuration database on DB2 for z/OS

**1217101:** SetupCfg and any local configuration servers could not access a DB2 for a z/OS database, giving the error message:

```
18-11-27 18:40:56.545 ERROR ..\spodbc.c(899)o VBS2268 [Zu93CO] ODBC: Error in
getDatabaseSchema:Execute failed -1
SQL_ERROR 18-11-27 18:40:56.545 ERROR ..\spodbc.c(904)o VBS2269 [Zu93CO] ODBC:
State:42S02, Native Error:-204.
```

## Java Client: Last scanned image cleared repeatedly

**1212116:** When an image was scanned and a signature was inserted into SignBase, the scanned image was no longer available when the next signature was to be extracted from the same scanned image. This required the page to be rescanned for each signature on a page that contained multiple signature.

## FraudOne did not start correctly

**1210675:** If the topography of a local FraudOne was set up so that the first defined set of SignBase servers were not configuration servers, the installation did not start correctly.

## SQL error in SBDebTab DDL generator

**1207713:** Running the SBDebTab to create the table SP\_ADDRESSMAP under DB2 for z/OS resulted in the error message:

```
SQL0104N An unexpected token "LOWER" was found following "". Expected tokens may
include: "SYSIBM CURRENT SESSION_USER USER DATA".
SQLSTATE=42601
```

## Automat Client ASV: Added multiplication of 100 for cent calculation

**1196537:** Multiplication of 100 was added for cent calculation in the Rules Min and Max Amount.

## Zu90W UpdateReferenceStatistics used too many handles

**1191588:** After running the BCL.EXE, the following error appeared:

```
VBS2269 [Zu90W] ODBC: Error in
updateReferenceStatistics:UpdateReferenceStatistics Execute -1 SQL_ERRO E 2018-09-12
11:47:04.3 Q Cust-Loader-1: VBS2269 [Zu90W]
ODBC: State:HY014, Native Error: -99999, Message: [IBM][CLI Driver] CLI0129E An
attempt to allocate a handle failed.
```

## SC Server: Min/Max Amount values misinterpreted

**1173305:** When "Search User Decisions" was performed, the Min/Max values were misinterpreted, and the results expected were not received for the request (no match).

## SignBase server could not create dynamic reference signatures initiated by eForms

**1168179:** When a SignDoc Web installation was connected to FraudOne 4.4.1.1 via the eForms plugin, it was not possible to enroll a signatory to SignBase by creating a dynamic reference signature.

## ASV Decryption of SIGNATURE\_G signatures did not work

**1167021:** ASV decryption failed when Greyscale signatures were present.

## SPSProg did not provide a correct environment for target programs

**1164353:** It was difficult to provide a suitable command line to the program being started by SPSProg. SPSProg terminated the started program when it was shut down from the Server Manager.

## SPSchedule executable reported an error message

**1157833:** When the SPSchedule executable was used to control the start or stop of a server process, the command always returned an error.

## SchedulerServer error message in Server Monitor

**1155632:** Sometimes a message was displayed in the Server Monitor stating that the Schedule Service was unable to connect to the local host.

## Server Monitor: Error message information not displayed

**1149761:** When viewing the Server Monitor and an error message was displayed, double-clicking or right-clicking and selecting "Error message information" did not display detailed information on the selected error message.

## Java Client: Account number not always padded as required

**1149760:** When creating a new account with fewer than 11 digits within the Java Client, the account number was padded with leading zeros. When trying to save such an account, the error message "The object has been modified by another user" appeared.

## Java Client: Erroneous StockImage entry created for issued check number

**1149448:** When a new account was created on the Java Client set for Account Mode2, new stock image entries were created. One was for the account with type 21 for the Issued check numbers. A second, erroneous entry for type 21 was also created.

## DBMigrate Datetime field overflow

**1148221:** DBMigrate failed with following message:

```
18-05-09 15:35:07.343 FATAL dbmigrate.cpp(137) o VBS2607 Execute SQL
statement - -1 SQL_ERROR [22008] Native Error: 0: [Microsoft][ODBC Driver 13 for SQL
Server]Datetime field.
```

## Parameters did not work

**1135703:** The parameters StartTime, StopTime, StartTrigger, and StopTrigger did not work with the FraudOne Release R4.4.1.1. Specific components could not be started and stopped with the listed settings.

## WFDecide component did not work with trace logging enabled

**1122299:** The WFDecide component did not work in R441 installation for CIMB Release Update if trace logging was enabled.

## Automat2.exe failed for AVC Client configuration

**1119371:**The AVC Client configuration did not work in the R441 installation for CIMB Release Update, and Automat2.exe failed.

## SignBase Authentication Server failed to connect to additional SB database

**1117702:** When using FraudOne 4.4.1.1 and setting SignBaseDatabaseCount=1 (or =2) and rebooting the SignBase Authentication Server, the connection to the additional database failed.

## Java Client: BNO dependent settings for CountryId, BankCode, and Currency did not work

**1112142:** When the client was configured for multiple BNO support, the BNO dependent settings (CountryId, BranchCode, and Currency) were not updated internally to reflect the currently selected BNO.

## SignPlus service did not use custom SrvMngr4.ini file

**1104241:** The SignPlus service did not start when a custom SrvMngr4\_###.ini file name was used. Users could not start the FraudOne application virtual Microsoft Windows service. When the SrvMngr4.ini file was removed, the name was altered (Srvmngr4\_01.ini).

## GIA client only called fix for SAE engine

**1098562:**The GIA client only called the fix for the SAE engine. PPE and other GIA calls were not possible.

## Server Manager did not use the SharedPath configuration parameter when starting processes

**1096851:** The Server Manager did not set the application PATH variable correctly for the processes it started. The application PATH should be set to the value of the SRVMNGR4.ini parameter SharedPath concatenated before the current Windows PATH setting for the Server Manager process itself.

## Oracle ODBC driver ignored specified field length

**1059649:** An issue occurred with the Java Client unverified accounts function. The problem was in the SignBase application server, caused by the Oracle ODBC driver ignoring the specified field length when it was returning a character string formatted with a time stamp value to the application.

## Server Monitor: User authentication failed

**1057378:** An issue in the Server Monitor Logon occurred if a customized hook provided an additional parameter (the Branch Code) for the logon routine. Because the Server Monitor could not handle this additional parameter, all logon authentications failed and the Server Monitor could not be used.

## Configuration registry file name used incorrect file path separators under Unix

**960713:** The Server Interface registry component used incorrect file path name separator characters when run under a Unix operating system.

## Chapter 3

# Known issues

This section contains information about potential issues that you may encounter while using Kofax FraudOne 4.4.2.

## Admin Client: User Administration cannot create Reports

**738598:** The Admin Client User Administration cannot create Reports for users with SrvMon Administration rights set to "allow." Users with this right cannot create a report.

## Oracle: Incorrect timestamps used after DST change

**713838:** Customers that display as "Verify Pending" cannot be verified. Further analysis indicates that the stored timestamp (TIME\_STAMP\_VERIFY) may be incorrect (1 hour behind actual time) and the issue occurs if the verification is done very shortly after the actual change (within one hour).

## Description incorrect for HandleSessionTimeout

**1325177:** In the documentation, the following description for HandleSessionTimeout is incorrect: "This feature is disabled (false) in Teller operation mode (when isTeller=true)."

The setting only applies for Teller Mode and you must set HandleSessionTimeout to false for the keep-alive functionality to start working.

## SIVAL: Incorrect use of result from function PvGetKRNVars in function PvGetTKAClean

**1318627:** PvGetTKAClean calls PvGetKRNVars, but misdeclares the result data type and therefore cannot correctly interpret the results. The latter function returns a pointer to a table of pointers of BOOLS. The former interprets the return value as a pointer to a pointer to a table of BOOLS.

## Reject reason/ user ID not provided when rejecting items from On-Hold queue

**1380357:** The Customer reject reason/ user ID is not provided when rejecting items from an On-Hold queue.

## Documentation: SPSchedule.exe configuration not described properly

**1182203:** This section of the Administrator's Guide needs to be updated:

"The scheduler works in conjunction with the Server Manager. The command line interface is called SPSchedule.exe and can be found in the FraudOne installation directory. In order to activate the Scheduler to work with the Server Manager, the following entry must be added to the configuration file element for the ServerManager instance type: Schedule= <the path of SPSchedule.exe>."

Although the documentation indicates that this entry should have been in the Server Manager INI file, the program reads it from its own INI file.

## SC List for BNO 001 items displayed in BNO 002

**1380078:** FraudOne R441 changing to BNO 002 immediately displays the SC Listing for BNO 001.