

Kofax Analytics for Capture

Administrator's Guide

Version: 2.0.0

Date: 2017-04-25



© 2017 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

Legal Notice	2
Preface	7
Related documentation.....	7
Training.....	7
Getting help for Kofax products.....	7
Chapter 1: Introduction	9
Dashboard overview.....	9
Operations.....	9
Batches & Docs.....	9
Labor.....	10
Quality.....	10
Reports.....	10
Chapter 2: System requirements	11
Hardware.....	11
Deployment scenarios.....	11
Event Listener server.....	12
Insight server.....	13
Kofax Analytics for Capture sizing considerations.....	13
Software prerequisites.....	16
IIS Web server.....	16
Metadata repository.....	18
Database collations.....	19
Database driver.....	19
Oracle.....	19
Dashboard clients.....	21
Chapter 3: Perform a new Kofax Analytics for Capture installation	22
Databases.....	23
Windows authentication.....	23
Install Kofax Insight.....	24
General tab.....	24
Insight Configuration tab.....	25
Databases tab.....	25
Schedule execution plans.....	27
Finish the installation.....	27

Install Kofax Insight silently.....	28
Install the Event Listener.....	31
Important Considerations.....	32
Log Files.....	32
Run the installer.....	33
Install the Event Listener silently.....	36
Install the Workflow Agent.....	37
Install the Workflow Agent silently.....	38
Customization Deployment.....	38
Configure the Workflow Agent.....	39
Add the Workflow Agent to a batch class.....	40
Chapter 4: Upgrade Kofax Analytics for Capture - SQL Server.....	42
Product files.....	42
Before the upgrade - SQL Server.....	43
Perform the upgrade - SQL Server.....	44
General tab.....	44
Insight Configuration tab.....	45
Databases tab.....	46
Schedule execution plans.....	47
Finish the upgrade - SQL Server.....	48
Upgrade Kofax Insight silently - SQL Server.....	48
Uninstall Kofax Insight silently.....	52
Chapter 5: Upgrade Kofax Analytics for Capture - Oracle.....	53
Product files.....	53
Before the upgrade - Oracle.....	54
Prepare the databases.....	54
Prepare Kofax Analytics for Capture Components.....	55
Perform the upgrade - Oracle.....	56
General tab.....	56
Insight Configuration tab.....	57
Databases tab.....	58
Migrate data - Oracle.....	59
Schedule and run execution plans.....	60
Finish the upgrade - Oracle.....	62
Upgrade Kofax Insight silently - Oracle.....	63
Uninstall Kofax Insight silently.....	66
Chapter 6: Kofax Insight administration.....	67
Set authentication method.....	67

Windows authentication.....	68
Manage users and roles.....	69
Create Insight users.....	70
Assign a role to users.....	70
Define access rights for a role.....	73
Update connections or set site filters.....	73
Connections.....	74
Set site filter queries.....	74
Import and export a project.....	75
Export a project.....	76
Import a project.....	76
Chapter 7: Use Kofax Analytics for Capture.....	78
Viewer.....	78
Open the Viewer.....	78
Select a language.....	79
Viewer screen layout and navigation.....	81
Use the Viewer.....	82
Export to Excel.....	82
Kofax Analytics for Capture dashboard views.....	83
Global filters.....	83
Automatic, unattended modules.....	84
Sessions.....	84
Total rows display.....	84
Operations.....	84
Batches & Docs.....	96
Labor.....	112
Quality.....	118
Reports.....	129
Kofax Analytics for Capture Admin tab.....	133
Process data.....	133
Set up alerts.....	135
Manage special fields.....	138
View system information.....	138
Configure labor costs.....	139
Change password.....	139
Appendix A: Dashboard Designer.....	140
Access the Dashboard Designer.....	140
Add a new view.....	141

Copy an existing view.....	141
Add a module to a process.....	141
Appendix B: Workflow Agent configuration file.....	144
Event Listener Failover and High Availability.....	149
Appendix C: Event Listener Web Service configuration file.....	150
Appendix D: Records and metrics.....	152
Appendix E: Disaster recovery.....	170
Insight 5 environment.....	170
Installation configurations.....	171
Disaster Recovery guidelines.....	171
Performance considerations.....	172
Appendix F: Policy on customizations.....	173
Customizations and product upgrades.....	173
Recommendations for customizing a Kofax Analytics for Capture project.....	173
1. Add to the standard Kofax Analytics for Capture project.....	174
2. Create a separate project.....	174
Options for integrating customized views.....	174
Options for customizing execution plans.....	175

Preface

This guide includes instructions for installing and using Kofax Analytics for Capture 2.0.0.

Read this guide completely before using the software. The guide is written with the assumption that you have a basic understanding of Kofax Capture, Kofax Transformation Modules, and Kofax Insight.

Related documentation

In addition to this guide, Kofax Analytics for Capture documentation set includes the following:

- *Kofax Analytics for Capture Release Notes*: Contains late-breaking product information not included in this guide. You can download the release notes from the Kofax website at www.kofax.com.
- Kofax Insight Documentation: You can access a set of guides related to Kofax Insight; they are available in the Documentation folder within your Insight installation. Also, online help is available from the Insight Studio, Data Loader, and Themes and Formats applications.

Training

Kofax offers computer-based training to help you make the most of your Kofax Analytics for Capture solution. Visit the Kofax website at www.kofax.com for details.

Getting help for Kofax products

Kofax regularly updates the Kofax Support site with the latest information about Kofax products.

To access some resources, you must have a valid Support Agreement with an authorized Kofax Reseller/ Partner or with Kofax directly.

Use the tools that Kofax provides for researching and identifying issues. For example, use the Kofax Support site to search for answers about messages, keywords, and product issues. To access the Kofax Support page, go to www.kofax.com/support.

The Kofax Support page provides:

- Product information and release news
Click a product family, select a product, and select a version number.
- Downloadable product documentation
Click a product family, select a product, and click **Documentation**.
- Access to product knowledge bases

Click **Knowledge Base**.

- Access to the Kofax Customer Portal (for eligible customers)

Click **Account Management** and log in.

To optimize your use of the portal, go to the Kofax Customer Portal login page and click the link to open the *Guide to the Kofax Support Portal*. This guide describes how to access the support site, what to do before contacting the support team, how to open a new case or view an open case, and what information to collect before opening a case.

- Access to support tools

Click **Tools** and select the tool to use.

- Information about the support commitment for Kofax products

Click **Support Details** and select **Kofax Support Commitment**.

Use these tools to find answers to questions that you have, to learn about new functionality, and to research possible solutions to current issues.

Chapter 1

Introduction

Kofax Analytics for Capture is an extension of Kofax Capture and Kofax Transformation Modules that produces a graphical business intelligence dashboard based on near real-time data collected during the batch processing workflow.

Use the dashboard to display standard or custom views based on data stored within the Kofax Analytics for Capture database. Select from the comprehensive set of view types provided with the product, or use the [Dashboard Designer](#) to create custom views based on the predefined components.

Important Kofax Analytics for Capture views are based on values from predefined Kofax [records and metrics](#). When using the Dashboard Designer within Insight Studio to add custom views, do not modify the predefined views, records, or metrics that come with the product. You can make a [copy](#) of existing views and then customize the settings. See [Policy on customizations](#).

Dashboard overview

The Kofax Analytics for Capture dashboard (called the "Viewer") consists of interactive views and reports.

Operations

- [Overview](#)
- [Breakdowns](#)
- [Trending and Stats - Batches](#)
- [Trending and Stats - Documents](#)
- [Process Latency](#)

Batches & Docs

- [Batch Search](#)
- [Search by Field](#)
- [Deleted Batches and Pages](#)
- [Error Batches](#)
- [Rejections](#)
- [Swimlane - Batches](#)
- [Swimlane - Documents](#)
- [Workflow - Batches](#)
- [Workflow - Documents](#)

Labor

- [Operator Time](#)
- [Labor Costs](#)
- [Session Time](#)
- [Sessions Over Time](#)
- [Operator Performance](#)
- [Operator Benchmark](#)

Quality

- [Classification](#)
- [Classification Chart](#)
- [Extraction](#)
- [Extraction Chart](#)
- [Separations](#)
- [No Touch Processing](#)
- [Benchmark - Classification](#)
- [Benchmark - Extraction](#)

Reports

Classification and Recognition

- [Classification versus Review](#)
- [Reclassified Document Types](#)
- [Field Accuracy](#)
- [Field Confidence](#)

Workflow Management

- [Document Processing Time](#)
- [Operator Productivity Summary](#)

Chapter 2

System requirements

Most software requirements for Kofax Analytics for Capture, including the supported versions of Kofax Capture and Kofax Transformation Modules, are listed in the *Technical Specifications* document on the Kofax website at www.kofax.com. The document is updated regularly, and we recommend that you review it carefully before installing your product.

This chapter is intended to supplement the *Technical Specifications* document with information about hardware requirements and additional prerequisites.

Hardware

The Kofax Analytics for Capture hardware requirements vary, depending on the specifics of your deployment. Each server should have sufficient power and resource levels to support the anticipated load on the applications that are running.

Deployment scenarios

You can install the Workflow Agent, Event Listener, and Insight Server on the same computer or on different computers. One Workflow Agent can send to one or more Event Listeners via a load balancer.

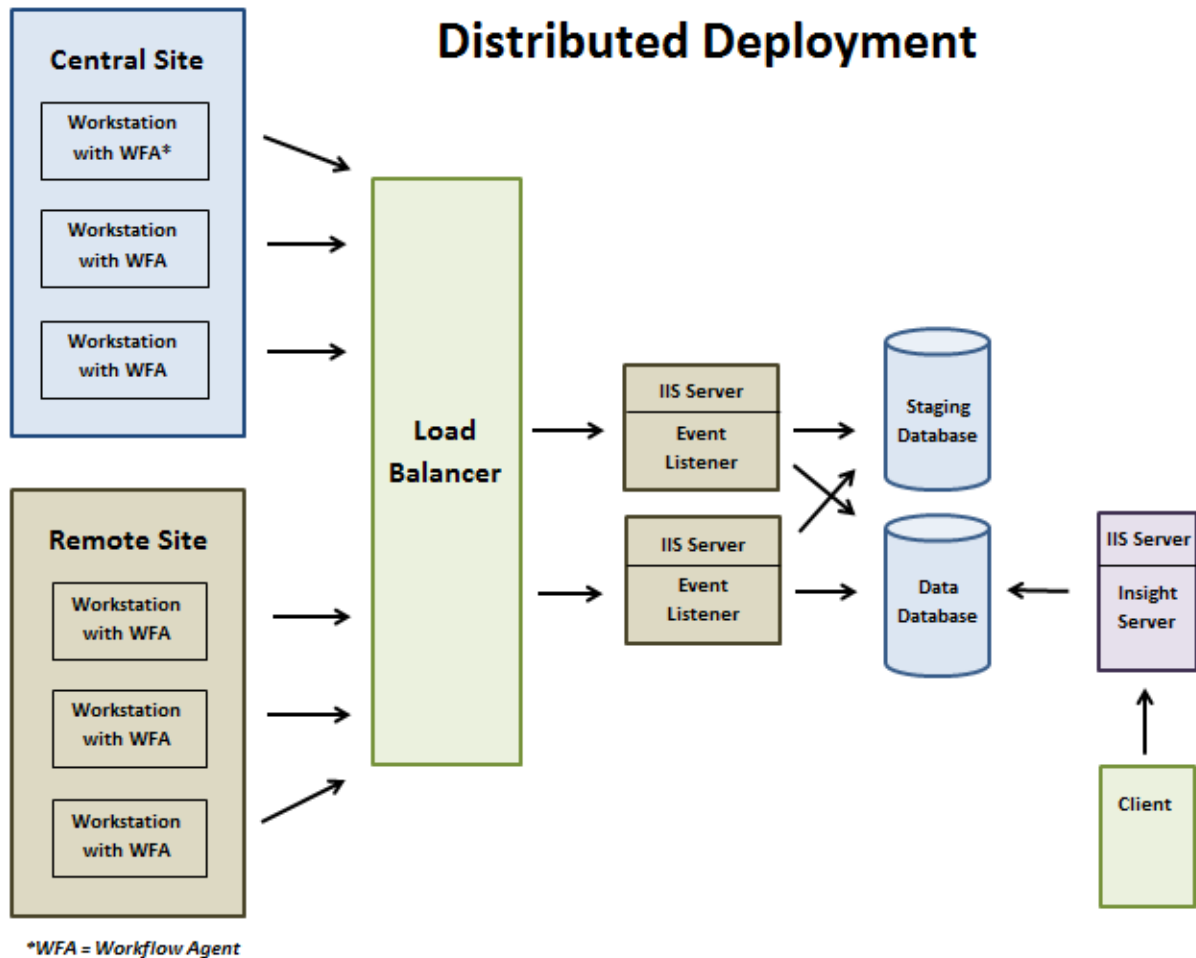
One Workflow Agent is deployed for each Kofax Capture station.

This section describes two typical deployment scenarios:

- Distributed
- Standalone

Distributed Scenario

You can deploy Kofax Analytics for Capture in a distributed environment for use with Kofax Capture Network Server (KCNS) central and remote sites.



Standalone scenario

In this scenario, the Workflow Agent resides on the Kofax Capture server and sends data to a single Event Listener installed on the same computer (along with Kofax Capture). This configuration, which does not offer load balancing or failover mechanisms, can be used for testing or demonstration purposes.

Event Listener server

The Kofax Analytics for Capture Event Listener receives transactional data from the Kofax Analytics for Capture Workflow Agent for every module processed in the Kofax Capture workflow.

With a load balancer, you can configure multiple instances of the Event Listener to run simultaneously on separate servers, or on the same server. If one instance of the Listener service stops working, the other active instances are available automatically to take over the work from the failed instance.

Each Event Listener must be installed on a server where IIS is installed as outlined in [IIS Web server](#).

Insight server

The Kofax Insight server is used to process Kofax Capture data sent by [Workflow Agents](#) (or Event Senders) to a Staging database via the [Event Listener](#). The Listener also processes the data from the Staging database and places it in the Kofax Analytics for Capture Data database.

Insight execution plans are used to process the data from the Staging database and prepare it for use in the dashboard views. Execution plans may consume a substantial amount of CPU, disk, and database resources, depending on the amount of data to be processed.

Kofax Analytics for Capture sizing considerations

This section describes sizing considerations related to the Event Listener, Insight Server, and Database Server components. Note that our observations are not exhaustive; they are based on a particular set of environment specifications, and a workload that is representative of certain customer deployments. You can take these observations into consideration while making sizing decisions for your own environment.

The sizing information provided here is based on the following configuration:

- Event Listeners hosted on a quad core server with a minimum of 2.7 GHz and 16 GB RAM
- Insight and Database Servers deployed on a 16 core server with a minimum of 2.7 GHz and 16 GB RAM
- Workload used to create transactional data in the servers was based on the following:
 - 11 documents per batch
 - 40 fields per document
 - Scan, KTM Server, KTM Document Review, KTM Server 2, KTM Validation, and Export modules
 - 6 Kofax Analytics for Capture sessions per batch with one session per module
- Oracle and SQL Server database servers

Event Listener server

Consider the observations in this section when deploying Event Listeners in a high performance environment.

Each Event Listener can utilize not more than one core for processing and writing session data to the Insight database. Each Event Listener can utilize the rest of the CPU with no limits for accepting connections and saving the received messages to the Staging database.

Based on our testing configuration and workload described earlier, a system with four event listeners sustained a throughput of up to 200 batches per minute. If your systems are required to handle a higher number of batches per minute, additional instances of the Event Listener may help to sustain the expected level of performance.

For High Availability purposes, we recommend separate servers for multiple instances of the Event Listener. See [Install the Event Listener](#) for implementation details related to multiple instances.

For failover purposes, each Event Listener must be sized to handle the entire batch workload if necessary. This provides for the unlikely event that all Event Listeners fail, except for a single instance.

Insight server

We recommend that you install Insight on a server that differs from your database or other servers. The Insight and database servers should be installed in the same time zone. If the Insight server is installed on the same server as your database server or other Kofax servers, it may impact production throughput. The resource requirements for the Insight server must be considered along with the requirements defined by the database vendor for Insight-related operations.

Dashboard Viewer performance

The Kofax Analytics for Capture dashboard viewer response time performance is proportional to the number of active users, and with the Swimlane and Workflow views, dependent on the number of active batches and documents in the system. We recommend that you configure user roles carefully to manage access to the dashboard Viewer, and to prevent issues when views are accessed concurrently by multiple users. In our testing, the following observations were noted:

- Decreasing the number of active users with a fixed number of documents in the Kofax Capture system improved response times.
- Decreasing the number of documents in the Kofax Capture system with a fixed amount of active users improved the response times.

Rendering of the dashboard views can be a CPU and memory-intensive task. Some views required up to 36% CPU utilization, and up to 6 GB of dedicated memory in our testing configuration based on the complexity of data retrieved (Swimlane and Workflow views). We recommend configuring your user roles to provide appropriate access to these views.

The following tables summarize our observations.

Insight Server with SQL Server database

Users	Active Documents	Response Time (seconds)	Insight Server		SQL Server
			Peak CPU Utilization (%)	Memory Usage (GB)	Peak CPU Utilization (%)
1	0	2	11	3 to 4	7
1	30000	3	15	3 to 4	7
1	300000	16	20	5 to 6	10
5	30000	10	18	3 to 4	25
5	300000	27	36	5 to 6	40

Insight Server with Oracle database

Users	Active Documents	Response Time (seconds)	Insight Server		Oracle
			Peak CPU Utilization (%)	Memory Usage (GB)	Peak CPU Utilization (%)
1	0	1	7	1 to 2	4
1	30000	3	10	2 to 3	5

Users	Active Documents	Response Time (seconds)	Insight Server		Oracle
			Peak CPU Utilization (%)	Memory Usage (GB)	Peak CPU Utilization (%)
1	300000	11	14	2 to 3	12
5	30000	5	15	2 to 3	22
5	300000	13	36	4 to 5	42

Execution plan performance

Execution plan performance is proportional to the amount of data provided by the Event Listeners in time intervals, and it varies based on database server performance. Using our configurations, executing data load plans for a workload of up to 15,000 batches required up to 40 minutes for the Hourly Plan, and up to 50 minutes for the Nightly Plan.

Executing data load plans is a CPU moderate task. Executing data load plans accounted for up to 20% CPU utilization on the Insight server.

Database servers

The largest database in the Kofax Analytics for Capture system is the Data database. The second largest is the Staging database. Because data in the Staging database is transient, the size may vary as the workload is processed. For optimal performance, we recommend a separate database server to host each of these databases.

Database server memory and storage should be sized appropriately, depending upon the expected number of rows active in the system per period of time. As a point of reference, consider the following thresholds while deploying Kofax Analytics for Capture:

- At least 8 GB RAM: For databases with up to 5 million rows
- At least 16 GB RAM: For databases with 5 to 20 million rows
- At least 24 GB RAM: For databases that exceed 20 million rows

CPU utilization is another factor to consider when deploying the database server with Kofax Analytics for Capture. In our configurations, the CPU utilization for the Data database and Staging database servers was as follows:

- When processing transactional data with up to 4 listeners, the CPU utilization reached up to 60% CPU in the database. The CPU utilization in the Staging database server was up to 15%.
- When transactional data was retrieved for rendering the Kofax Analytics for Capture views, CPU utilization reached up to 40% in the Data database server. The Staging database server was not leveraged in this process.
- When data plans were executed, the CPU utilization reached up to 60% in the Data database server.

Data compression

Use of database server data compression capabilities (such as those available in SQL Server 2012 Enterprise) must be factored into the overall CPU load calculations.

Software prerequisites

Most software requirements for Kofax Analytics for Capture, including the supported versions of Kofax Capture and Kofax Transformation Modules, are listed in the *Technical Specifications* document on the Kofax website at www.kofax.com. The document is updated regularly, and we recommend that you review it carefully to ensure success with your product. If you attempt to install Kofax Analytics for Capture without the supported versions of Kofax Capture or Kofax Transformation Modules, a warning is displayed.

Also, the following software should be in place before you proceed with the installation.

- **Runtime Framework:** .NET 4.5.2 or later
- **IIS:** Version 10, 8.x, or 7.5

IIS Web server

Internet Information Server (IIS) must be enabled and configured. While IIS is provided with all Windows servers, it is not installed by default; you must ensure that IIS is enabled.

Important When you configure Insight on IIS, the application pool (default or custom) must be .NET v4.5 (Windows Server 2012) or .NET v4.0 (Windows Server 2008).

If Windows authentication is used for any database, the application pool identity must have database access. You must have a dedicated application pool configured with the LocalSystem identity that is used by the DataFileProcessorService. If you use an Active Directory account for an application pool, it must have the same level of permissions as the NetworkService and LocalSystem identities. Also, the application pools should have the Idle Timeout set to zero, so they always remain active.

If you create an IIS website, errors may occur if you use Custom Site Delegation to change the default delegation states. In particular, the delegation state for Modules should be set to Read/Write rather than Read Only.

Configure IIS

If you use the default configuration for IIS, Internal Server Error messages may appear during the product installation process. You can prevent the errors by configuring IIS according to the steps provided here.

Also, review the list of [IIS settings](#) that should be selected.

1. Using Control Panel, navigate to **Administrative Tools > Server Manager**.
2. In Server Manager, on the dashboard, click **Add roles and features**.
3. On the Add Roles and Features wizard, follow the prompts until **Server Roles** appears.
4. In the **Roles** window, expand **Web Server (IIS) - Web Server - Application Development**.
5. Select the most current ASP.NET version.
6. Click **Next** to advance to **Features**.
7. In the **Features** window, expand the most current **.NET Framework <version> - Features - WCF Services**.
8. Select **HTTP Activation**.

9. Click **Next** to advance to the confirmation windows, and then click **Install**.
10. Follow the prompts to finish the installation.

IIS settings

This section lists the Internet Information Services (IIS) settings to select for [IIS 10 or 8.x](#) and [IIS 7.5](#).

IIS 10 or 8.x settings

Kofax Analytics for Capture works with the default settings for IIS 10 or 8.x, as listed here. After you install Kofax Analytics for Capture, some additional Web Server (IIS) Roles and Features are added, and they are listed with an asterisk.

Common HTTP Features:

- Static Content
- Default Document
- HTTP Errors

Security

- Request Filtering

Health and Diagnostics

- HTTP Logging

Performance

- Static Content Compression

Management Tools

- IIS Management Console

Application Development

- .NET Extensibility 4.6 or 4.5*
- ASP.NET 4.6 or 4.5*
- ISAPI Extensions*
- ISAPI Filters*

.NET Framework 4.6 or 4.5 Features

- WCF Services
 - HTTP Activation*

IIS 7.5 settings

When using Kofax Analytics for Capture with IIS 7.5, select the settings listed here.

Common HTTP Features:

- Default Document
- HTTP Redirection
- Static Content

Application Development:

- .NET Extensibility
- ASP.NET
- ISAPI Extensions
- ISAPI Filters

Security

- Basic Authentication
- Client Certificate Mapping Authentication
- IIS Client Certificate Mapping Authentication
- URL Authorization
- Windows Authentication

Performance

- Static Content Compression
- Dynamic Content Compression

Management Tools

- IIS Management Console
- IIS Management Scripts and Tools
- Management Service

Under WCF Services for the .NET 4.5 Framework

- HTTP Activation (must be selected for Windows 8, Windows Server 2012, or later)

Metadata repository

Kofax Analytics for Capture stores metadata and calculated key performance indicators in Microsoft SQL Server or in Oracle. The server used for storage can be a separate server or a new database on any existing server for which you have specific database owner (DBO) privileges.

To support the extended set of views in Kofax Analytics for Capture 2.0.0, inform your DBA that sufficient data storage (more than in earlier versions) should be allocated. As a basic guideline, we recommend a data storage allocation that is equivalent to approximately 2-3 times the size of the HistoryOfDocument table.

If you wish to use a separate server, install it prior to installing Kofax Analytics for Capture. For SQL databases, ensure you have installed Microsoft SQL Server Studio or Studio Express. If you are not using an enterprise level database management system, you can install SQL Server Express Edition, which is available from the Microsoft website. SQL Server Express Edition is appropriate only for small deployments such as demo systems.

Databases other than SQL Server or Oracle are not supported for use with Kofax Analytics for Capture.

Database collations

The same collation should be used for all Kofax Analytics for Capture and Kofax Capture databases. If the database collation is not consistent, it may adversely impact the ability to populate dashboard views, especially the labor and quality views. To view details about errors related to inconsistent database collation, set the Event Listener [log files](#) to debug mode. The default logging level (Info) does not include details for errors caused by running databases with different collations.

Database driver

Kofax Analytics for Capture must have access to the data you want to analyze. If the database is accessed over a network connection, you must also verify the necessary security/firewall settings and the availability of the necessary drivers for the target databases.

Oracle

If you plan to use Oracle, you must create an empty schema for each database (staging, metadata, data, and admin) before installing Kofax Analytics for Capture.

Create an empty schema where you want to store Kofax Analytics for Capture information. The user name provided when you install Kofax Analytics for Capture must have the schema set as the default schema for that user. The user must also have user rights to create objects in that schema.

Database Client Software Requirements

Kofax Analytics for Capture requires the use of Microsoft .NET data providers for Oracle database management systems. The Microsoft .NET data providers for Oracle are installed by the client software on each workstation. The supported version of the client software is ODP.NET with 64-bit ODAC 12c Release 4 or later, which can be used to connect to a lower version of the Oracle database.

Oracle client software should have properly configured settings files in the `Network\Admin` folder, including the "sqlnet.ora" and "tnsnames.ora" files.

Tablespace Creation

A dedicated Oracle tablespace for Kofax Analytics for Capture database objects is recommended, but not required. If you create a dedicated tablespace, identify it as the default tablespace for the Kofax Analytics for Capture user. Additionally, the Kofax Analytics for Capture user needs adequate quota on the tablespace to maintain the application schema.

Kofax Analytics for Capture does not support separation of object types into separate tablespaces. All Kofax Analytics for Capture application objects are stored in a single tablespace. The separation of tables and indexes may be included in a future release.

Note Be sure that your tablespace configuration complies with best practices for Oracle. See the Oracle website for more information.

Tablespace Usage

Be sure to allow sufficient space to accommodate the amount of historical data you need to maintain. You may want to reduce the number of fields to minimize storage requirements.

Create user privileges

To use Kofax Analytics for Capture with an Oracle database, the application owner must already exist in the database. This user requires certain privileges to ensure that Kofax Analytics for Capture is installed properly and operates successfully after installation. After installation, Kofax Analytics for Capture uses this database user account to connect to the database for all subsequent database-related operations.

1. Verify that the user has database level authentication.
2. Verify that the user has quota on the appropriate tablespace (and temporary tablespace) for the Kofax Analytics for Capture data.
3. Verify that the user has the Kofax Analytics for Capture data tablespace identified as the default tablespace.
4. Verify that the user has the following minimum system privileges to install and use Kofax Analytics for Capture:
 - CREATE SESSION
 - CREATE TABLE
 - ALTER ANY TABLE
 - DROP ANY TABLE
 - CREATE PROCEDURE
 - CREATE ANY INDEX
 - ALTER ANY INDEX
 - DROP ANY INDEX
 - CREATE SEQUENCE
 - DROP ANY SEQUENCE

Sample create user and grant statement:

```
CREATE USER <USER NAME>
  IDENTIFIED BY <PASSWORD>
  DEFAULT TABLESPACE <TABLESPACE NAME>
  QUOTA UNLIMITED ON <TABLESPACE NAME>;
GRANT
  CREATE SESSION,
  CREATE TABLE,
  ALTER ANY TABLE,
  DROP ANY TABLE,
  CREATE PROCEDURE,
  CREATE ANY INDEX,
  ALTER ANY INDEX,
  DROP ANY INDEX,
  CREATE SEQUENCE,
  DROP ANY SEQUENCE
  TO <USER NAME>;
/
```

Dashboard clients

Computers that run the Kofax Analytics for Capture Dashboard in either Designer or Viewer mode require a web browser, access to the computer running the IIS instance hosting the dashboard, and HTML 5. The minimum configuration for these computers is Windows 7 with 4 GB RAM and a microprocessor with a clock speed of at least 2 GHz.

Chapter 3

Perform a new Kofax Analytics for Capture installation

Follow the instructions in this chapter to perform a new Kofax Analytics for Capture 2.0.0 installation. If you are upgrading from an earlier version, see [Upgrade Kofax Analytics for Capture - SQL Server](#) or [Upgrade Kofax Analytics for Capture - Oracle](#).

Your product is delivered as a compressed file, KofaxAnalyticsForCapture-2.0.0.0.ZIP, which includes the files required to successfully install the Kofax Analytics for Capture components listed in the following tables.

Prerequisites	Files
The Prerequisites folder contains files that you may need to meet the system requirements.	
.NET Framework 4.5.2	NDP452-KB2901907-x86-x64-AIOS-ENU.exe
Microsoft Visual C++ 2010 SP1 Redistributable	VCRedist_x64.exe
Pre-installation scripts for SQL Server databases (not applicable for new installations)	KAFC_MSSQL_Manual_Upgrade_2.0.0.0.sql

Kofax Analytics for Capture Component	Folders / Files
To install Kofax Analytics for Capture components according to the instructions in this guide, use the folders and files listed here.	
Kofax Insight	Kofax Insight folder: KAFC_Installer.exe <i>For silent installation:</i> InstallerConfig.xml
Event Listener	Event Listener folder: KFXWebAgentSetup.exe <i>For silent installation:</i> KFXWebAgentSetup.exe.config
Workflow Agent	Workflow Agent folder: KofaxCaptureEventSender.msi

Databases

Use a new or existing database management system instance to create the following databases for use with Kofax Analytics for Capture:

- **Staging:** Receives data from the Event Listener each time processing is finished for a Kofax Capture module (except Export). You must manually create an empty Staging database before starting the product installation. Assign a name such as `kafc_staging`.

The Staging database tables are created automatically the first time the web agent ([Event Listener](#)) receives data from the Workflow Agent ([Event Sender](#)). The Event Listener places the Kofax Capture data in the Staging database, and processes it for use by Kofax Analytics for Capture. Data is placed in the Staging database each time that processing is finished for a Kofax Capture module (except Export).

- **Metadata:** Stores configuration information such as metric definitions and calculation logic. Assign a name such as `kafc_meta`.
- **Data:** Stores the processed records and metrics. You can assign any name, such as `kafc_data`.
- **Admin:** Stores Insight administrative data related to users, roles, filtering, alerts, logs, and more. Assign a name such as `kafc_admin`.

Note We recommend that you use a consistent naming convention for each database, such as `kafc_staging`, `kafc_meta`, `kafc_data`, and `kafc_admin`.

SQL Server or Oracle databases are supported for use with Kofax Analytics for Capture.

- **SQL Server:** The Staging database must be created before you start the product installation; you can have the installer create or initialize the other databases.

You must have a database account with sufficient rights to create the required databases, and to create and modify database tables. Otherwise, you must first create databases prior to installing the product. In the latter scenario, you define a user with database ownership rights and then manually create the databases and individually assign ownership rights to each one.

- **Oracle:** All database schemas must already be in place before you proceed with the product installation. See [Oracle](#).

Windows authentication

If you are using Windows user authentication, access to all Kofax Analytics for Capture databases must be given to the following:

1. User account used to perform the Kofax Analytics for Capture installation.
2. Account / identity for each IIS application pool.
Verify where Insight and the Event Listener are installed within each application pool. If different Kofax Analytics for Capture components are installed for multiple users, each account / identity must be configured with the same rights assigned for the other user accounts.
3. Logon account for the Insight Scheduler Service.

Install Kofax Insight

Use the procedure in this section to install Kofax Insight, which serves as the internal "engine" for Kofax Analytics for Capture.

Kofax Insight is used to process Kofax Capture data sent by [Workflow Agents](#) (or Event Senders) to a Staging database via the [Event Listener](#). Insight, which is installed only on IIS Web Servers, interacts with all Kofax Analytics for Capture databases. Insight implements an hourly plan to process the raw data in the Staging database and then update the Data database. This data is used to populate the views on the Kofax Analytics for Capture dashboard.

As an alternative to the standard installation process, you can silently install Kofax Insight. See [Install Kofax Insight silently](#).

Important For a new installation, you must have a database account with sufficient rights to create the administration database. If the administration database already exists, database ownership permissions are sufficient.

1. Do the following:
 1. Close all modules and stop all services for Kofax Capture and Kofax Transformation Modules, including custom modules and services.
 2. Temporarily disable User Account Control (UAC).
 3. Temporarily disable your antivirus software.
2. Copy the compressed Kofax Analytics for Capture product file, **KofaxAnalyticsForCapture-2.0.0.0.ZIP**, into a folder and extract the contents. Copy your product license file to the same folder. Do not use a shared network folder.
3. In the Kofax Insight folder, double-click **KAFC_Installer.exe**.
The **Kofax Analytics for Capture - Insight Installation** window appears.
4. Proceed to the following sections to configure the installation:
 1. [General tab](#)
 2. [Insight Configuration tab](#)
 3. [Databases tab](#)

General tab

1. **Installation Path:** Use the default installation path, or click **Browse** to navigate to another location for the installation.
2. **Project Name:** Select **KAFC** as the project name. The project contains the built-in views, records, and metrics for Kofax Analytics for Capture.
3. **Upgrade:** With a new installation, do not select this check box.
4. **License File:** Click **Browse** to navigate to the folder where your product license file is saved, and select the file.
5. Click **Next** to advance to the Insight Configuration tab.

Insight Configuration tab

1. **Protocol:** Select one of the following:

- **https:** Applies if you plan to use an SSL connection for Insight.
Use IIS Manager to create a site that uses SSL before you continue the installation. An SSL certificate on IIS is required.
- **http:** Applies if you plan to use a non-secure connection for Insight.

Important We strongly recommend that you use an SSL connection. For information on how to set up SSL on IIS, see the Microsoft support website.

2. **Web Site Name:** If you already created an IIS website, select it from the list. Otherwise, click **Default Web Site**.

Note If you created an IIS website and used Custom Site Delegation to change the default delegation states, errors may occur during installation. To prevent errors, set the delegation state for **Modules** to **Read/Write** rather than Read Only.

3. **Port:** The default TCP/IP port when using HTTPS is 443, and the default non-secure (HTTP) port is 80.

4. **Application Pool Name:** Select the name of the application pool to use, which typically is ASP.NET v.4.5 or v4.0. The list includes the application pools detected on your system.
When using Windows authentication, the user for the application pool needs to be able to connect to the database. For information about creating a custom application pool, see [IIS Web server](#).

5. **Viewer Authentication Type:**

- Select **Insight** if you plan to use Insight login credentials to authenticate users when they access the dashboard Viewer. With Insight authentication, each Insight user's login ID must exactly match a corresponding user ID in Kofax Capture.
- Select **Windows** if you plan to use Windows login credentials to authenticate users when they access the dashboard Viewer. In this case, each user must be a linked user or belong to a linked group in Kofax Capture.

6. **Administrator Password:** Type the Insight Administrator password, and then type it again.

The Administrator password is required to log in to the Insight Admin Console, Studio, Data Loader, or Themes and Formats applications.

When upgrading from an earlier version, your previous Administrator password is not saved. To continue with the previous password, you must enter it here.

7. The Scheduler Service credentials are required only if Windows authentication is used for any database on the Databases tab.

- **Scheduler Service User:** Enter the user ID for the Insight Scheduler Service user.
- **Scheduler Service User's Password:** Enter the password for the Insight Scheduler Service user.

8. Click **Next** to advance to the Databases tab.

Databases tab

On the Databases tab, the required entries may vary, depending on the database type (SQL Server or Oracle).

On this tab, you can save time by using the Copy and Paste buttons to copy entries from one database group to another. After pasting the entries, adjust the values as necessary.

1. **Admin Database:** In this group, specify details for connecting to the Admin database, which stores Insight administrative data related to users, roles, alerts, logs, and more.
 1. Select **SQL Server** or **Oracle** as the database type.
 2. For SQL Server, enter the authentication method: **SQL** or **Windows**.
 3. For SQL Server, enter the server name.
 4. Enter the database name or connect identifier. Assign a name such as `kafc_admin`.
 5. Enter the user login and password required to connect to the Admin database.
 6. Click **Test** to verify the connection.

With SQL Server, the connection will fail unless the Admin database already exists.
2. **Data Database:** In this group, specify details for connecting to the Data database, which stores the processed records and metrics.
 1. Select **SQL Server** or **Oracle** as the database type.
 2. For SQL Server, enter the authentication method: **SQL** or **Windows**.
 3. For SQL Server, enter the server name.
 4. Enter the database name or connect identifier. Assign a name such as `kafc_data`.
 5. Enter the user login and password required to connect to the Data database.
 6. Click **Test** to verify the connection.

With SQL Server, the connection will fail unless the Data database already exists.
3. **Meta Database:** In this group, specify details for connecting to the Data database, which stores configuration information such as metric definitions and calculation logic.
 1. Select **SQL Server** or **Oracle** as the database type.
 2. For SQL Server, enter the authentication method: **SQL** or **Windows**.
 3. For SQL Server, enter the server name.
 4. Enter the database name or connect identifier. Assign a name such as `kafc_meta`.
 5. Enter the user login and password required to connect to the Meta database.
 6. Click **Test** to verify the connection.

With SQL Server, the connection will fail unless the Meta database already exists.
4. **Kofax Capture Database** drop-down list:
 - If you are using the Standard database, select a preset value that corresponds to your version of Kofax Capture. Based on the preset selection, the appropriate values are applied in the Kofax Capture Database group.
 - If you are not using the Standard database, select **Custom**.
5. **Kofax Capture Database** group: In this group, specify details for connecting to the Kofax Capture database. In a KCNS environment, specify the Kofax Capture database for the primary central site.
 1. Select **SQL Server** or **Oracle** as the database type.
 2. For SQL Server, enter the authentication method: **SQL** or **Windows**.

3. For SQL Server, enter the server name.
4. Enter the name or connect identifier for the Kofax Capture database.
5. Enter the user login and password required to connect to the Kofax Capture database.
6. Click **Test** to verify the connection.
6. Verify that the required values are entered accurately on **all** configuration tabs.
7. Click **Install** to start the installation process.


As the entries are validated, you may be prompted to return to the applicable tab to make corrections. In this situation, make the correction and then click Install to restart the installation. Use the Status section to monitor the progress of the installation.
8. When the installer is finished, proceed to the next section to schedule execution plans.

Schedule execution plans

Follow the procedure in this section to schedule the Hourly and Nightly execution plans that collect, process, and load data for inclusion in your Kofax Analytics for Capture dashboard Viewer.

1. Using the Chrome browser, select **Insight 5.4.0 > Data Loader**.
2. Enter the **Data Loader** login credentials.
3. Use the **Execution plans** tab to schedule the Hourly and Night Plans:
Hourly Plan
 1. On the list of plans, in the row for **Hourly Plan**, in the **Frequency** column, click the ellipsis.
 2. In the **Hourly Plan scheduling** window, in the **Schedule** section, select **Every 1 Hours** and do not change other settings.
 3. Click **OK**.

A message confirms that the plan is scheduled.**Night Plan**
 1. On the list of plans, in the **Night Plan** row, in the **Frequency** column, click the ellipsis.
 2. In the **Night Plan scheduling** window, in the **Schedule** section, select "**Every 1 days.**" Do not change other settings.
 3. Click **OK**.

A message confirms that the plan is scheduled.
4. On the toolbar, click the **Log out** button  to exit Data Loader.
5. Proceed to the next section.

Finish the installation

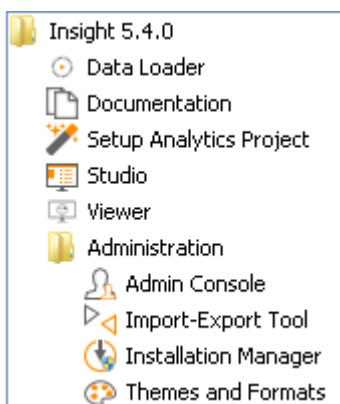
Complete these steps to finish your installation.

1. Restart or enable the following:
 - Kofax Capture and Kofax Transformation modules and services, including custom modules and services
 - User Account Control (UAC)
 - Antivirus software

2. [Install the Event Listener.](#)
3. [Install the Workflow Agent.](#)
4. Verify or update settings related to authentication, users and roles, and the Kofax Capture database connection to ensure that your Kofax Analytics for Capture views produce the expected results. Proceed to [Kofax Insight administration.](#)

Post-installation results

After you complete the Kofax Insight installation, the Insight 5.4.0 program folder is available from the Start menu.



Here is a summary of the items in the Insight program folder:

- **Data Loader:** Application for running execution plans that collect data from your Kofax Capture installation for use in Kofax Analytics for Capture dashboard views.
- **Documentation:** Contains Kofax Insight documentation in PDF format.
- **Setup Analytics Project:** Not yet supported for use with Kofax Analytics for Capture.
- **Studio:** Application for managing project metadata and designing custom dashboard views; requires an appropriate license.
- **Viewer:** Dashboard where you access views based on statistical data collected during the Kofax Capture batch processing workflow.
- **Administration**
 - **Admin Console:** Application for managing administrative settings.
 - **Import-Export Tool:** Tool for importing or exporting Insight project settings related to views, records, and metrics. See [Import and export a project.](#)
 - **Installation Manager:** Wizard that walks you through configuration of your database.
 - **Themes and Formats:** Application for applying a theme that affects the color scheme and appearance of different dashboard components; also includes settings for updating date and time formats that appear on the dashboard.

Install Kofax Insight silently

As an alternative to the standard installation process, you can silently install Kofax Insight. During a silent installation, no manual entries are required.

Before starting a silent installation, review [System requirements](#) to ensure that your environment meets all of the prerequisites.

1. Close all modules and stop all services for Kofax Capture and Kofax Transformation Modules, including custom modules and services.
2. Temporarily disable User Account Control (UAC).
3. Temporarily disable your antivirus software.
4. Copy the compressed Kofax Analytics for Capture product file, KofaxAnalyticsForCapture-2.0.0.0.ZIP, into a folder and extract the contents. Do not use a shared network folder.
5. Copy your product license file and the contents of the Kofax Insight folder to the computer where you plan to perform the Kofax Insight installation.
6. Update **InstallerConfig.xml** to configure the parameters for your installation. The required parameters are listed in the file and the values are described in the following list.

- **01: Insight login and password**

These parameters do not apply to a new installation, and you can leave the values blank.

- **02: Installation path**

Specify the installation path for Kofax Insight.

Example:

```
<silent_installpath>C:\Program Files\Kofax\Insight 5.4.0</silent_installpath>
```

- **03: Project name**

The project contains the built-in views, records, and metrics for Kofax Analytics for Capture. Use **KAFC** as the project name for a new installation. This value is **case-sensitive** and **must be all caps**.

Example: `<silent_projectname>KAFC</silent_projectname>`

- **04: Upgrade**

False = Perform a new installation.

True = Upgrade from earlier version.

Example:

```
<silent_upgrade>False</silent_upgrade>
```

- **05: Current KAFC version**

This parameter does not apply to a new installation, and you can leave the value blank.

- **06: Insight license file path**

The path to the Kofax Analytics for Capture product license file is not required for an upgrade.

- **07: Use SSL**

Indicate whether you are using a secure or non-secure connection for Kofax Insight.

True = HTTPS

False = HTTP

Example:

```
<silent_usessl>True</silent_usessl>
```

If True, update the default port number in parameter 09.

- **08: IIS website name**

Set to Default Web Site, or provide the name of a custom IIS website.

Example:

```
<silent_websitename>Default Web Site</silent_websitename>
```

Note If you created an IIS website and used Custom Site Delegation to change the default delegation states, errors may occur during installation. To prevent errors, set the delegation state for **Modules** to **Read/Write** rather than Read Only.

- **09: IIS website port**

Specify the port number for your IIS website.

443 = HTTPS

80 = HTTP

Example:

```
<silent_port>443</silent_port>
```

- **10: IIS website application pool name**

Set the application pool name for Insight web applications. This installation does not configure the access rights for the account of the application pool to the database, so ensure that they are set up in advance.

Example:

```
<silent_poolname>ASP.NET v4.0</silent_poolname>
```

- **11: Viewer authentication type**

This parameter does not apply to an upgrade. Your existing authentication method is retained during the upgrade.

- **12: Insight Administrator password**

Set the password to be used by the Insight administrator. The password is required to access the Insight applications: Admin Console, Studio, Data Loader and Themes and Formats.

Example:

```
<administrator_password>*****</administrator_password>
```

- **13: Insight Scheduler Service login and password**

These values are required only if Windows authentication is used for any of the database connections specified for parameters 14-17. If not, leave these values blank.

Example:

```
<silent_insightseviceaccount>ABCname\ABCadmin</silent_insightseviceaccount>
```

```
<silent_insightsevicepassword>*****</silent_insightsevicepassword>
```

- **14: Insight Admin database connection string**

Set the connection string for the Insight Administration database.

Example:

```
<silent_admindbconnection>data source=.;initial  
catalog=KAFC_Admin;trusted_connection=True;persist security info=False</  
silent_admindbconnection>
```

- **15: Data database connection string**

Set the connection string for the Kofax Analytics for Capture Data database.

Example:

```
<silent_datadbconnection>data source=.;initial catalog=KAFC_Data;user id=admin;password=*****</silent_datadbconnection>
```

- **16: Meta database connection string**

Set the connection string for the Kofax Analytics for Capture Meta database.

Example:

```
<silent_metadbconnection>data source=.;initial catalog=KAFC_Meta;trusted_connection=True;persist security</silent_metadbconnection>
```

- **17: Kofax Capture database connection properties**

Set the connection string required to connect to your Kofax Capture database.

Example:

```
<silent_kcdbconnection>data source=.;initial catalog=KC10;trusted_connection=True;persist security info=False</silent_kcdbconnection>
```

7. Verify that the required values are entered accurately, and then save InstallerConfig.xml.
8. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
cmd /c KAFC_Installer.exe /silent /config:InstallerConfig.xml
```

9. When the silent installation is finished, delete the following files:
 1. InstallerConfig.xml and all files used to run the silent installation.
 2. Altosoft.Insight.InstallManager.log, which contains the Administrator password.
Path: C:\Temp\Insight_5.4.0\Altosoft.Insight.InstallManager.log

Uninstall Kofax Insight silently

Use this procedure to uninstall Kofax Insight silently.

1. Close all modules and stop all services for Kofax Capture and Kofax Transformation Modules, including custom modules and services.
2. Temporarily disable User Account Control (UAC).
3. Temporarily disable your antivirus software.
4. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
msiexec.exe -x {7A357049-0D59-410D-8C5E-74EF2836255D} /q /L*V "C:\Temp\InsightUninstall.log"
```
5. Enable UAC and your antivirus software again.

Install the Event Listener

Use the procedure in this section to install or upgrade the Event Listener Web service, which populates the Staging database with data received from the Event Sender (Kofax Workflow Agent). The Listener also processes the data from the Staging database and places it in the Kofax Analytics for Capture Data database.

The configuration file for the Event Listener is Web.config, which is typically available here:

```
c:\Program Files\KFX Web Agent\Web.config
```

For details about Web.config settings, see [Event Listener Web Service configuration file](#).

Important Considerations

Before installing the Event Listener, carefully review the following considerations:

- The Event Listener, which you can install on any computer with IIS, does not need to be on the same workstation as other Kofax Analytics for Capture components. You must preconfigure the IIS websites, which are available for selection during the Event Listener installation. If you install multiple Event Listeners on the same server, we recommend separate application pools, which offer the ability to reset Listeners independently or to monitor CPU usage and memory per Listener. The application pools should have the Idle Timeout set to zero, so they always remain active.
- If you install multiple instances of the Event Listener, a load balancer is required to provide a single URL accessed by the Workflow Agent configuration in the Kofax Capture Administration module. (if the URL is changed later, the Workflow Agent configuration must also be updated).
- Each Kofax Capture station that processes data, including remote sites, must have access to the Event Listener, which is hosted on IIS and optionally secured with SSL. You can configure the Event Listener web service for anonymous access.
- Set the credentials for the Event Listener to be used by the Workflow Agent when it is connected. The same credentials must be configured in the Kofax Capture Administration module to ensure that the Workflow Agent connection is successful. If you need to change the credentials, reinstall the Event Listener. During installation, you also specify credentials to the staging, Insight data, and Kofax Capture databases. The staging database must exist prior to the Event Listener installation, and the database tables are created when the Listener receives the first session from the Workflow Agent.

Note The Event Listener runs on UTC time, and when it writes records to the Insight data database, the data is converted to the time zone of the server where the Insight data database is running. To ensure the integrity of data on the dashboard, do not change the time zone for the Insight data database server after you start using Kofax Analytics for Capture.

- You can configure multiple instances of the Event Listener to run simultaneously on separate servers, or on the same server. If one instance of the Listener service stops working, the other active instances are available automatically to take over the work from the failed instance.

Log Files

The Event Listener has three log files that are available from the `Temp` folder:

- `KAFC_listener.log.0`: General log for the Event Listener.
- `KAFC_listener_Core.log.0`: SQL log; if enabled, lists all queries executed by the Event Listener.
- `KAFC_listener_InsightDataDB.log.0`: Data log; if enabled, lists all the data written to the Insight data database.

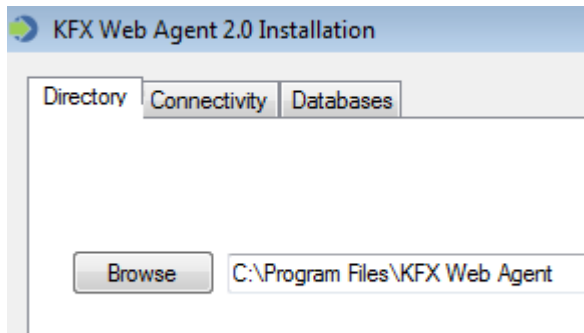
Starting with `.0`, the log file extension numbering is incremented by 1 each time a log file is created. The 10 most recent log files are retained, and older logs are discarded automatically.

Although these logs are text files, the numeric file extensions are not associated with a text editor by default. To view the logs, you must explicitly specify Notepad or another suitable text editor.

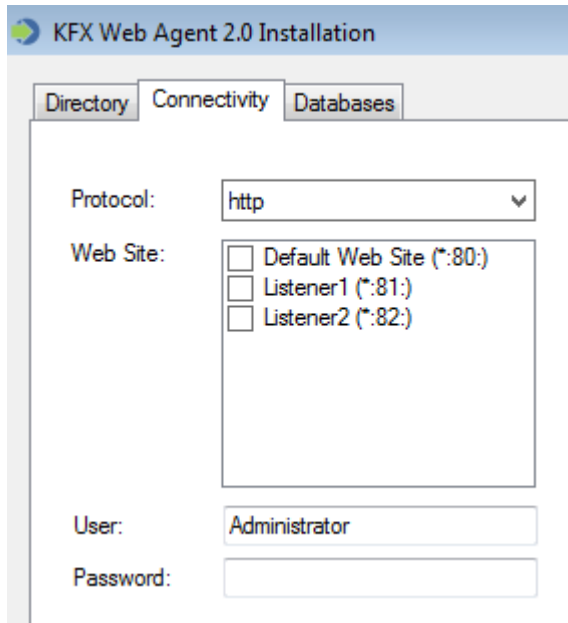
Run the installer

Use the procedure in this section to install the Event Listener Web service. As another option, you can [install the Event Listener silently](#).

1. If you are currently running an earlier version of the Event Listener, do the following:
 1. Back up existing Web.config or IIS settings, and make a note of any custom settings that may be overwritten when you install the new Event Listener. Web.config is typically located here:
`C:\Program Files\KFX Web Agent`
 2. Make a note of the current credentials required by the Event Listener to communicate with the Workflow Agent; do not change them prior to installing the new Listener.
 3. Use the Programs and Features utility to uninstall the existing Event Listener, listed as **KFX Web Agent**.
2. In the root folder containing your product files, locate and run **KFXWebAgentSetup.exe**. The Kofax Web Agent installer opens to the Directory tab.



3. On the **Directory** tab, click **Browse** to navigate to the folder where you want to install the Event Listener, or enter the path and click **Next**. The **Connectivity** tab appears.



The screenshot shows the 'KFX Web Agent 2.0 Installation' window with the 'Connectivity' tab selected. The window has three tabs: 'Directory', 'Connectivity', and 'Databases'. The 'Connectivity' tab contains the following fields:

- Protocol:** A dropdown menu with 'http' selected.
- Web Site:** A list box with three items, each with an unchecked checkbox:
 - Default Web Site (*:80:)
 - Listener1 (*:81:)
 - Listener2 (*:82:)
- User:** A text box containing 'Administrator'.
- Password:** An empty text box.

4. On the **Connectivity** tab, select the protocol and one or more web sites, specify the credentials required to communicate with the Workflow Agent, and click **Next** to continue to the **Databases** tab. Use the same credentials on the **Analytics** tab in the Kofax Capture Administration module when you [configure](#) the Event Sender (or Workflow Agent).

If you install multiple instances of the Event Listener on different servers, be sure to specify the same credentials for each instance of the Listener.

If you install multiple instances of the Event Listener on the same server, select from the list of preconfigured IIS web sites. Select one web site per Event Listener instance.

The screenshot shows the 'KFX Web Agent 2.0 Installation' window with the 'Databases' tab selected. The window is divided into three main sections for database configuration:

- Staging Database:** Includes a dropdown menu for 'MS SQL Server', a dropdown for 'sql authentication', and buttons for 'Test', 'Copy', and 'Paste'. Below these are input fields for 'Server:', 'Database / DSN / TNS:', 'User:', and 'Password:'.
- Insight Data Database:** Similar to the Staging Database section, with a dropdown for 'MS SQL Server', 'sql authentication' dropdown, 'Test', 'Copy', and 'Paste' buttons, and input fields for 'Server:', 'Database / DSN / TNS:', 'User:', and 'Password:'.
- Kofax Capture Database:** Features a dropdown menu set to 'Custom', an 'Add' button, and input fields for 'Server:', 'Database / DSN / TNS:', 'User:', 'Password:', and 'Time Zone:' (which is set to '(local)').

5. On the Databases tab, the required entries may vary, depending on the database type (SQL Server or Oracle). If you plan to install multiple instances of the Event Listener on separate servers, use the same database connections for each instance.

On this tab, you can save time by using the Copy and Paste buttons to copy entries from one database group to another. After pasting the entries, adjust the values as necessary.

1. In the **Staging Database** group, enter the authentication information required to connect to your staging database, and click **Test** to verify the connection.
2. In the **Insight Data Database** group, enter the authentication information required to connect to the Data database, and click **Test** to verify the connection.
3. **Kofax Capture Database** drop-down list: If you are using the standard database, select a preset that corresponds to your version of Kofax Capture. Based on the preset selection, the appropriate values are applied in the Kofax Capture Database group. You may need to update location of the Kofax Capture database server. If you are not using the standard database, select **Custom** and manually enter the values for connecting to the Kofax Capture database. In a KCNS environment, specify the Kofax Capture Database for the primary central site.

4. In the **Kofax Capture Database** group, enter the authentication information required to connect to the Kofax Capture database, and click **Test** to verify the connection. Note that if you change the Kofax Capture database credentials later, the Event Listener must be reinstalled.
5. In the Kofax Capture Database group, select the time zone for the server where the Kofax Capture database resides. In a KCNS environment, this would be the time zone for the central site.
6. In a KCNS environment with alternate central sites, the Listener must be configured for the primary central site and all alternate central sites. In the **Kofax Capture Database** group, click **Add** to provide the required information for additional Kofax Capture databases at alternate central sites.

Note Verify that the version is consistent for each Kofax Capture database connection that you specify. The use of multiple Kofax Capture versions within the same installation is not supported. Once data is sent to the Event Listener, you can verify Kofax Capture versions for each central and remote site by checking the [System](#) information on the **Admin** tab in the Kofax Analytics for Capture Viewer.

6. On the **Databases** tab, click **Install** to proceed with the installation.
7. When the completion message appears, click **OK** to close the installer.
8. Edit Web.config values to suit the needs of your organization. See [Event Listener Web Service configuration file](#).
9. Proceed to [Install the Workflow Agent](#)

Install the Event Listener silently

Use the procedures in this section to silently install the new Event Listener or to uninstall the existing Listener.

To use Windows Authentication for the database, be sure the user running the ASP.NET v4.0 application pool can access the database or configure the KofaxAnalyticsForCapture web application to use a different application pool.

Be sure the staging database already exists.

1. Review the requirements for the Event Listener in [Run the installer](#).
2. Use **KFXWebAgentSetup.exe.config** to configure all installation parameters. Valid parameters are listed in the file, and you can refer to [Event Listener Web Service configuration file](#) for a description of individual values.
3. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
KFXWebAgentSetup.exe
```
4. After the installation is finished, delete KFXWebAgentSetup.exe.config.

Uninstall the Event Listener silently

1. Navigate to the Event Listener installation folder.
2. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
uninstall.bat
```

Install the Workflow Agent

The Workflow Agent (or Event Sender) is the mechanism used by central and remote site workstations to collect and send session and transactional data from your Kofax Capture installation to the Event Listener via a web service call. Use the procedure in this section to install the Workflow Agent. As another option, you can [Install the Workflow Agent silently](#).

This custom Workflow Agent must be assigned to all batch classes that provide data to Kofax Analytics for Capture. The Workflow Agent must be installed on each workstation and server that processes batches used by Kofax Analytics for Capture. A Workflow Agent can send data to one or more Event Listeners using a load balancer.

The Workflow Agent supports the ability to selectively exclude field names sent by the Workflow Agent on a per batch class basis. For details, see [Configure the Workflow Agent](#).

To install the Workflow Agent and take advantage of current functionality, **you must** install the minimum required version of Kofax Capture, and if applicable, Kofax Transformation Modules. If you attempt to install the Workflow Agent without meeting the minimum requirements listed here, the installation will fail. If you plan to implement the Document Processing Time report, the minimum required versions differ from the list here. For details, see [Document Processing Time](#).

Kofax Capture

- If you are running Kofax Capture 10.2, the minimum required version is Kofax Capture 10.2.0.3.
- If you are running Kofax Capture 10.1, the minimum required version is Kofax Capture 10.1.1.6.
- If you are running Kofax Capture 10.0.2.11 or 9.0.3.13, no upgrade is required.

Kofax Transformation Modules

- If you are running Kofax Transformation Modules 6.1 or 6.2, no upgrade is required.
- If you are running Kofax Transformation Modules 6.0.x, the minimum required version is 6.0.1.4.
- If you are running Kofax Transformation Modules 5.x, the minimum required version is 5.5.3.6.

Upgrade Notes

When upgrading an installation that includes a large number of workstations, you may decide to perform the Workflow Agent upgrade in phases. For example, you might leave the previous version of the Workflow Agent in place temporarily on some workstations while you are upgrading the others.

You can use a version of the Workflow Agent prior to 2.0.0 with the newer Event Listener. Be aware that a Workflow Agent prior to version 1.2.1 does not support the feature for selectively excluding field names sent to the Listener. In this situation, you can continue to use the <ExcludedFieldNames> element in KA4CConfig.xml to define a global list of field names to exclude when the Workflow Agent sends data to the Event Listener. For details, see the [Workflow Agent configuration file](#) appendix. A Workflow Agent prior to version 1.2.1 does not support the ability to distinguish field changes made by a user from field changes made as the result of an automated process such as a script.

Also, the [Document Processing Time](#) view is not supported if you use a Workflow Agent prior to version 2.0.0.

1. Verify that you have Administrator rights and that the minimum required versions of Kofax Capture and Kofax Transformation Modules are installed, as described earlier in this section.
2. Close all modules and stop all services for Kofax Capture and Kofax Transformation Modules, including custom modules and services.
3. From the root folder containing your product files, copy and run **KofaxCaptureEventSender.msi**. (Optionally, you can use the [customization deployment service](#) to install the Workflow Agent.) The Workflow Agent Installation wizard appears.
If the installer detects that the required versions of Kofax Capture or Kofax Transformation Modules are not installed, a message appears. In this case, you cannot proceed with the installation until the requirements are met. For details, see the introduction to this procedure.
4. Click **Next** to start the installation.
The license agreement window appears.
5. Review the license agreement, accept the terms, and click **Next**.
6. Click **Install**.
The files are installed to your Kofax Capture `Bin` folder. You cannot change the destination.
7. When the installation is complete, click **Finish** to close the wizard.
8. Configure the Workflow Agent and specify the Kofax Capture fields to be sent to the Event Listener. For details, see [Configure the Workflow Agent](#).

Install the Workflow Agent silently

Use the procedures in this section to silently install or uninstall the Workflow Agent on a Kofax Capture workstation.

1. Review the requirements for the Workflow Agent in [Install the Workflow Agent](#)
2. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
msiexec.exe -i "KofaxCaptureEventSender.msi" /q /L*V "C:\Temp
\KofaxCaptureEventSenderInstall.log"
```

Uninstall the Workflow Agent silently

Open a Command Prompt with elevated administrator privileges and execute the following command:

```
msiexec.exe -x {DAF9CBDC-4984-428B-810B-0358AB0B6DC2} /q /L*V "C:\Temp
\KofaxCaptureEventSenderUninstall.log"
```

Customization Deployment

When the installer is run on a Kofax Capture server installation, the following folder is created:

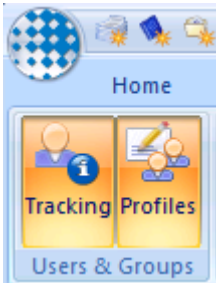
```
[ServerFiles]\Customization Deployment\KofaxAnalyticsForCaptureWorkflowAgent
```

Note If you are using the customization deployment service, the Workflow Agent is added to the deployment configuration and deployed according to the schedule.

Configure the Workflow Agent

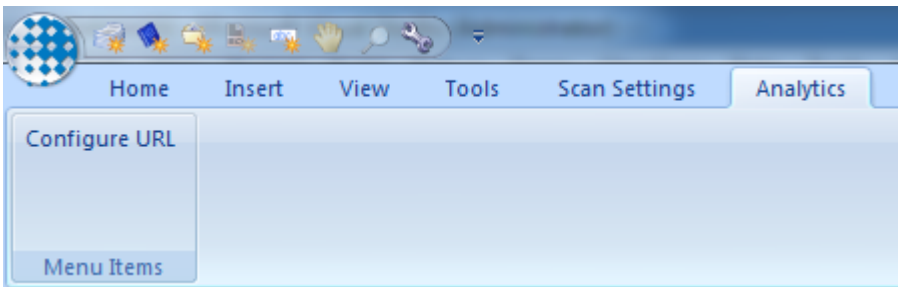
Once you successfully install the Workflow Agent (Event Sender), an Analytics tab is added to the Kofax Capture Administration module. Use the Analytics tab to configure the Workflow Agent. Then add the Workflow Agent to the batch class workflow and specify which fields to send to the Event Listener.

1. Start the **Administration** module.
2. On the **Tools** tab, in **Users & Groups**, verify that **Tracking** is selected.



Important Do not continue unless the **Tracking** feature is enabled in Kofax Capture. The Tracking feature is **required** by Kofax Analytics for Capture, which relies on user tracking session data from Kofax Capture to populate the dashboard views. Also, select the **Profiles** feature if you intend to enforce the same level of user access to batch class data that is defined in Kofax Capture. Otherwise, data for all batch classes is displayed on the dashboard.

3. Click the **Analytics** tab.



4. In the **Menu Items** group, click **Configure URL**.
The Kofax Analytics for Capture window appears.
5. In the **URL** field, enter the host name or IP address of the computer where the Event Listener is running. If you have multiple Event Listeners, enter the URL for the load balancer.
If you are using SSL, be sure to use the same URL specified in the SSL certificate.

Note Be sure to replace the default URL (localhost) with the IP address or host name of the computer where the Event Listener is running. Otherwise, the web agent cannot receive session data from remote sites.

6. In the **Event Listener Credentials** group, enter the User ID and password for the Event Listener. These entries, which are required, are the same credentials entered on the Connectivity tab during the Event Listener installation.

7. Click **Test Connection** to verify that the user credentials are valid.
If necessary, update the credentials and retry the Test Connection.
8. In the **Error Handling** group, select your preference for handling errors that occur while sending session data to the Event Listener if Export is the next module in the batch processing workflow:
 - If you select **Send batch to Quality Control on error before Export**: If Export is the next module in the batch processing workflow, batches are routed to Quality Control after 10 failed attempts to send session data to the Event Listener.
 - If you do not select the check box: If Export is the next module in the batch processing workflow, after 10 failed attempts to send session data to the Event Listener, the batch is routed to the Export module and the cached session data is lost upon batch export. In this case, the batch processing workflow is not affected.

Note To manage error handling, you can also use the configuration file located here:

```
[Kofax Capture Server]\CaptureSV\Config\KA4CConfig.xml
```

For details, see [Workflow Agent configuration file](#).

In a High Availability environment, you can use the configuration file to manage failover if any instance of the Event Listener stops working. We recommend using `<RetryAllModules>` to configure retry attempts for any module in the batch processing workflow, in combination with `<RetrySecondsWebService>`. For a detailed explanation, see [Event Listener Failover and High Availability](#).

9. Click **OK**.

Important The Kofax Analytics for Capture settings do not go into effect at remote sites until you perform RSA synchronization.

Add the Workflow Agent to a batch class

After configuring the Kofax Analytics for Capture Workflow Agent, use this procedure to add it to a batch class so that the applicable batch class data is included on the dashboard views.

1. On the **Batch Class Properties** window, on the **Workflow Agents** tab, add the Kofax Analytics for Capture Workflow Agent to your batch class, and click **OK**.

If you have multiple Workflow Agents, the Kofax Analytics for Capture Workflow Agent should be last on the list of Selected Workflow Agents, so that the data reflects any changes made by other Workflow Agents.

The Workflow Agent AEX file is configured so that "Skip if cannot load" is set to No. As a result, for any workstations where the Workflow Agent is not installed, batches are sent to Quality Control.

Important If the Workflow Agent is not added to a published batch class, any applicable data is not included on the dashboard views in Kofax Analytics for Capture.

2. Configure the Kofax Capture fields to send to the Event Listener. By default, all fields are sent. You can improve performance significantly by excluding fields that are not relevant.
 1. In the Administration module, on the batch class tree view, right-click a batch class and select **Configure Kofax Analytics for Capture**.
The Kofax Analytics for Capture window appears.

2. On the left pane, expand the batch class and select a batch class, document class or folder class.
The fields corresponding to the selection appear on the right.

3. Select all fields whose values should be sent to the Event Listener.

Tip You can save time by clicking **Select** or **Clear** while multiple rows are selected. To select or clear all fields on the list, click **Select All** or **Clear All**.

4. Click **OK**.

The list of fields is refreshed if you rename or delete a field. If you add a field, it is selected by default.

5. Publish the batch class.

3. If you are using Kofax Analytics for Capture with Kofax Transformation Modules, you **must** do the following to ensure that the statistical data appears in your dashboard views as expected:
Use the Kofax Transformation Modules Synchronization Tool to synchronize the project with the Kofax Capture document class that contains the **Classification Result** field, and any other Kofax Transformation Modules fields that you expect to see in Kofax Analytics for Capture views.

Important By default, the Synchronization Tool sets the project to synchronize with each Kofax Capture document class that contains the Classification Result field. If you change the default setting, Kofax Transformation Modules statistical data may not be included on the Kofax Analytics for Capture dashboard views.

Chapter 4

Upgrade Kofax Analytics for Capture - SQL Server

If you use SQL Server Data databases, use the procedures in this chapter to upgrade to Kofax Analytics for Capture 2.0.0 from an earlier version. If you have Oracle databases, see [Upgrade Kofax Analytics for Capture - Oracle](#).

The upgrade procedure can be time-consuming and requires careful planning to ensure successful results. Be sure to allocate sufficient time to complete the upgrade. We **strongly encourage** you to review and test the entire upgrade procedure in a pre-production environment before you transition to production. Be sure to monitor and record how much disk space and memory are used while testing, so you can make appropriate adjustments when you transition to production.

To complete the upgrade successfully, you need the authentication credentials for your Kofax Capture database and Kofax Analytics for Capture databases. To perform the upgrade, you must be the DBO for the Kofax Analytics for Capture databases; otherwise, the upgrade process will fail. After the upgrade is finished, you can use a role that does not require DBO rights.

Product files

Your product is delivered as a compressed file, KofaxAnalyticsForCapture-2.0.0.0.ZIP, which includes the files required to successfully upgrade your Kofax Analytics for Capture installation.

Prerequisites	Files
The Prerequisites folder contains files that you may need to meet the system requirements.	
.NET Framework 4.5.2	NDP452-KB2901907-x86-x64-AIOS-ENU.exe
Microsoft Visual C++ 2010 SP1 Redistributable	VCRedist_x64.exe
Pre-installation scripts for SQL Server databases	KAFC_MSSQL_Manual_Upgrade_2.0.0.0.sql

Kofax Analytics for Capture Component	Folders / Files
To upgrade Kofax Analytics for Capture components according to the instructions in this guide, use the folders and files listed here.	
Kofax Insight	Kofax Insight folder: KAFC_Installer.exe <i>For silent installation:</i> InstallerConfig.xml

Kofax Analytics for Capture Component	Folders / Files
Event Listener	Event Listener folder: KFXWebAgentSetup.exe <i>For silent installation:</i> KFXWebAgentSetup.exe.config
Workflow Agent	Workflow Agent folder: KofaxCaptureEventSender.msi

Before the upgrade - SQL Server

When you perform an upgrade, the current settings for Kofax Insight, the Event Listener, Workflow Agent may be overwritten. Be sure to follow the entire procedure in this section to ensure that any custom settings can be restored after the upgrade is finished.

1. Your DBA can optionally run the scripts provided in `KAFC_MSSQL_Manual_Upgrade_2.0.0.0.sql`, which is available from the Prerequisites folder in your product installation files. The scripts, which optimize schema updates to the six largest tables in the Data database for Kofax Analytics for Capture, are intended to accelerate the project import when you perform the upgrade. The DBA can allocate time to review and run the scripts before the upgrade to version 2.0 is started. If necessary, the scripts can be run as time permits while the previous version of Kofax Analytics for Capture is still in use.
The DBA is not required to run the scripts, because the schema updates are applied automatically during the upgrade process. The scripts are provided as a convenience if the DBA prefers to apply the schema updates manually.
2. Temporarily disable User Account Control (UAC) and your antivirus software.
3. Perform a full backup of your Kofax Analytics for Capture databases (Admin, Meta, and Data) and the Kofax Capture database: shut down the system, take VM snapshots and perform a cold backup. You will need to restore from the backup if you run out of space during the upgrade.
4. Back up the following folders in your current Insight installation folder: `HtmlInsight`, `Server`, and `WcfDataService`.
Default location:
`C:\Program Files\Altosoft\Insight 5.x.x`
`C:\Program Files\Altosoft\Insight 4.3.1`
5. Back up the Event Listener folder, KFX Web Agent, including the Event Listener Web Service configuration file, `Web.config`.
Default location: `c:\Program Files\KFX Web Agent\Web.config`
6. Back up the Workflow Agent (or Event Sender) configuration file, `KA4CConfig.xml`.
Default location: `[Kofax Capture Server]\CaptureSV\Config\KA4CConfig.xml`
7. Make a note of your Insight Administration settings (users and roles, connection strings, alerts, and others). Some settings may need to be reapplied after you install the new version of Insight.
8. Make a note of the following for reference during the upgrade process:
 - For the Admin, Data, Meta, and Kofax Capture databases: the login credentials, website, port, protocol, authentication

- Kofax Analytics for Capture version you are upgrading from
 - Workflow Agent and Event Listener credentials
 - Event Listener application pool, website and port: note whether the default settings are used
9. Install the Microsoft Visual C++ 2010 SP1 Redistributable, which is provided in the Prerequisites folder in your installation files.
 10. Verify that .NET Framework 4.5.2 is installed. If not, it is provided in the Prerequisites folder in your product installation files.

Perform the upgrade - SQL Server

To upgrade your Kofax Analytics for Capture installation for use with a SQL Server Data database, you must follow the procedure in this section.

1. Verify that all steps in [Before the upgrade - SQL Server](#) are completed successfully.
2. Uninstall the existing instances of the Event Listener (KFX Web Agent).
3. Start **Insight Data Loader** and unschedule (put on hold) all execution plans, including custom plans, that are scheduled to run automatically. You can unschedule multiple plans at the same time.
4. Start **Insight Studio** and click the **Tools** tab.
 1. On the toolbar, click the Settings icon to open the **Studio settings** window.
 2. Expand **Configuration settings > Configuration settings > Common**.
 3. Make a note of the **Query timeout** value.
 4. Set the **Query timeout** value to **1000000**, and click **OK**.
5. Copy the compressed Kofax Analytics for Capture product file, **KofaxAnalyticsForCapture-2.0.0.0.ZIP**, into a folder and extract the contents. If you are upgrading from version 1.1 or 1.1.1, copy your product license file to the same folder. Do not use a shared network folder.
6. In the Kofax Insight folder, double-click **KAFC_Installer.exe.msi**.
The **Kofax Analytics for Capture - Insight Installation** window appears.
7. Proceed to the following sections to configure the installation:
 1. [General tab](#)
 2. [Insight Configuration tab](#)
 3. [Databases tab](#)

General tab

1. **Installation Path:** Use the default installation path, or click **Browse** to navigate to another location for the installation.
2. **Project Name:**
 - If you are upgrading from version 1.2.x or later, select the name of your current project from the list.
 - If you are upgrading from version 1.x, the project name is not listed. You must type the **exact name** of your project, and the name is **case-sensitive**.

3. **Upgrade:** Select this check box if you are upgrading from any earlier version of Kofax Analytics for Capture.
4. If **Upgrade** is selected in the previous step, select your Kofax Analytics for Capture version number from the list. Use the value that best matches your version number. For example, if you are upgrading from version 1.2.1.1, use **1.2.1**.
5. **License File:** When upgrading from version 1.1 or 1.1.1, click **Browse** to navigate to the folder where your product license file is saved, and select the file. For other versions, the license is not required.
6. Click **Next** to advance to the Insight Configuration tab.

Insight Configuration tab

1. **Protocol:** Select one of the following:
 - **https:** Applies if you plan to use an SSL connection for Insight.
You can use IIS Manager to create a site that uses an SSL connection before you continue the installation. An SSL certificate on IIS is required.
 - **http:** Applies if you plan to use a non-secure connection for Insight.

Important We strongly recommend that you use an SSL connection. For information on how to set up SSL on IIS, see the Microsoft support website.

2. **Web Site Name:** If you already created an IIS website, select it from the list. Otherwise, click **Default Web Site**.

Note If you created an IIS website and used Custom Site Delegation to change the default delegation states, errors may occur during installation. In particular, the delegation state for **Modules** should be set to **Read/Write** rather than Read Only.

3. **Port:** The default TCP/IP port when using HTTPS is 443, and the default non-secure (HTTP) port is 80.
4. **Application Pool Name:** Select the name of the application pool to use, which typically is ASP.NET v.4.5 or v4.0. The list includes the application pools detected on your system.
When using Windows authentication, the user for the application pool needs to be able to connect to the database. For information about creating a custom application pool, see [IIS Web server](#).
5. **Viewer Authentication Type:** With an upgrade, this setting does not apply. Your existing authentication method is retained during the upgrade.
6. **Administrator Password:** Type the Insight Administrator password, and then type it again.
The Administrator password is required to log in to the Insight Admin Console, Studio, Data Loader, or Themes and Formats applications.
When upgrading from an earlier version, your previous Administrator password is not saved. To continue with the previous password, you must enter it here.
7. The Scheduler Service credentials are required only if Windows authentication is used for any database on the Databases tab.
 - **Scheduler Service User:** Enter the user ID for the Insight Scheduler Service user.
 - **Scheduler Service User's Password:** Enter the password for the Insight Scheduler Service user.
8. Click **Next** to advance to the Databases tab.

Databases tab

On the Databases tab, configure the connections to the Admin, Data, Meta, and Kofax Capture databases.

On this tab, you can save time by using the Copy and Paste buttons to copy entries from one database group to another. After pasting the entries, adjust the values as necessary.

- 1. Admin Database:** In this group, specify details for connecting to the Admin database, which stores Insight administrative data related to users, roles, alerts, logs, and more.
 1. Select **SQL Server** as the database type.
 2. Enter the authentication method: **SQL** or **Windows**.
 3. Enter the server name.
 4. Enter the database name. Assign a name such as kaqc_admin.
 5. Enter the user login and password required to connect to the Admin database.
 6. Click **Test** to verify the connection.

The connection will fail unless the Admin database already exists.
- 2. Data Database:** In this group, specify details for connecting to the Data database, which stores the processed records and metrics.
 1. Select **SQL Server** as the database type.
 2. Enter the authentication method: **SQL** or **Windows**.
 3. Enter the server name.
 4. Enter the database name. Assign a name such as kaqc_data.
 5. Enter the user login and password required to connect to the Data database.
 6. Click **Test** to verify the connection.

The connection will fail unless the Data database already exists.
- 3. Meta Database:** In this group, specify details for connecting to the Data database, which stores configuration information such as metric definitions and calculation logic.
 1. Select **SQL Server** as the database type.
 2. Enter the authentication method: **SQL** or **Windows**.
 3. Enter the server name.
 4. Enter the database name. Assign a name such as kaqc_meta.
 5. Enter the user login and password required to connect to the Meta database.
 6. Click **Test** to verify the connection.

The connection will fail unless the Meta database already exists.
- 4. Kofax Capture Database** drop-down list:
 - If you are using the Standard database, select a preset value that corresponds to your version of Kofax Capture. Based on the preset selection, the appropriate values are applied in the Kofax Capture Database group.

- If you are not using the Standard database, select **Custom**.
- 5. **Kofax Capture Database** group: In this group, specify details for connecting to the Kofax Capture database. In a KCNS environment, specify the Kofax Capture database for the primary central site.
 1. Select **SQL Server** as the database type.
 2. Enter the authentication method: **SQL** or **Windows**.
 3. Enter the server name.
 4. Enter the name for the Kofax Capture database.
 5. Enter the user login and password required to connect to the Kofax Capture database.
 6. Click **Test** to verify the connection.
- 6. Verify that the required values are entered accurately on **all** configuration tabs.
- 7. Click **Install** to start the upgrade.

As the entries are validated, you may be prompted to return to the applicable configuration tab to make corrections. In this situation, make the correction and then click Install to restart the upgrade. Use the Status section to monitor the progress of the upgrade.
- 8. When the upgrade is finished, proceed to the next section to schedule execution plans.


Schedule execution plans

Follow the procedure in this section to schedule the Hourly and Nightly execution plans that collect, process, and load data for inclusion in your Kofax Analytics for Capture dashboard Viewer.

Note When you access the dashboard Viewer after the upgrade, historic data may not appear in some charts until the Hourly Plan has run. As an option to accelerate the process of populating the charts, you can manually run the Hourly Plan. For the date range, use "Last successful load date" to "Current time."

1. Using the Chrome browser, select **Insight 5.4.0 > Data Loader**.
2. Enter the **Data Loader** login credentials.
3. Use the **Execution plans** tab to schedule the Hourly and Night Plans:
Hourly Plan
 1. On the list of plans, in the row for **Hourly Plan**, in the **Frequency** column, click the ellipsis.
 2. In the **Hourly Plan scheduling** window, in the **Schedule** section, select **Every 1 Hours** and do not change other settings.
 3. Click **OK**.

A message confirms that the plan is scheduled.**Night Plan**
 1. On the list of plans, in the **Night Plan** row, in the **Frequency** column, click the ellipsis.
 2. In the **Night Plan scheduling** window, in the **Schedule** section, select "**Every 1 days**." Do not change other settings.
 3. Click **OK**.

A message confirms that the plan is scheduled.
4. On the toolbar, click the **Log out** button  to exit Data Loader.

5. Proceed to the next section.

Finish the upgrade - SQL Server

Complete these steps to finish the Kofax Analytics for Capture upgrade.

1. Restart or enable the following:
 - Kofax Capture and Kofax Transformation modules and services, including custom modules and services
 - User Account Control (UAC)
 - Antivirus software
2. Start **Studio** and click the **Tools** tab to update the **Query timeout** value.
 1. On the toolbar, click the Settings icon to open the **Studio settings** window.
 2. Expand **Configuration settings** > **Configuration settings** > **Common**.
 3. Reset the **Query timeout** value to **1800** seconds, and click **OK**.
 4. On the toolbar, click Save.
3. Start **Admin Console** and restore any settings that were overwritten during the upgrade. Check the Kofax Capture connection, alerts, and other relevant settings.
4. Complete the upgrade for the Event Listener as described in [Install the Event Listener](#). Check the Event Listener Web Service configuration file, Web.config, and reapply any settings based on your backup. If necessary, refer to [Event Listener Web Service configuration file](#).
Default location: c:\Program Files\KFX Web Agent\Web.config
5. Complete the upgrade for the Workflow Agent as described in [Install the Workflow Agent](#). Check the Workflow Agent configuration file, KA4CConfig.xml, and reapply any settings based on your backup. If necessary, refer to [Workflow Agent configuration file](#).
Default location: [Kofax Capture Server]\CaptureSV\Config\KA4CConfig.xml
6. After an upgrade, the credentials for IIS application pool identities and the Insight Scheduler service may be reset to their default values. Verify these values and update them if necessary.
7. Check any other configuration files and restore custom settings, as applicable.
8. Verify or update settings related to authentication, users and roles, and the Kofax Capture database connection to ensure that your Kofax Analytics for Capture views produce the expected results. Proceed to [Kofax Insight administration](#).

Upgrade Kofax Insight silently - SQL Server

As an alternative to the standard upgrade process, you can silently install Kofax Insight. During a silent upgrade, no manual entries are required.

Before starting a silent installation, review [System requirements](#) to ensure that your environment meets all of the prerequisites.

1. Close all modules and stop all services for Kofax Capture and Kofax Transformation Modules, including custom modules and services.

2. Temporarily disable User Account Control (UAC).
3. Temporarily disable your antivirus software.
4. Copy the compressed Kofax Analytics for Capture product file, KofaxAnalyticsForCapture-2.0.0.0.ZIP, into a folder and extract the contents. Do not use a shared network folder.
5. Update **InstallerConfig.xml** to configure the parameters for your upgrade. The required parameters are listed in the file and the values are described in the following list.

- **01: Insight login and password**

Enter login credentials (user and password) for your existing Insight Administration application. Specify the credentials for the Administrator or another user who currently has access to Insight Administration.

Example:

```
<silent_insightlogin>Administrator</silent_insightlogin>
<silent_insightpassword/>thepassword</silent_insightpassword/>
```

- **02: Installation path**

Specify the installation path for Kofax Insight.

Example: `<silent_installpath>C:\Program Files\Kofax\Insight 5.4.0</silent_installpath>`

- **03: Project name**

Enter the name of the project (such as KAFC12) for your existing version of Kofax Analytics for Capture.

Important The project name is **case-sensitive**, and you must enter it **exactly** as it is spelled. Otherwise, your project cannot be upgraded successfully.

Example: `<silent_projectname>KAFC12</silent_projectname>`

- **04: Upgrade**

True = Upgrade from earlier version.

False = Perform a new installation.

- Example:

```
<silent_upgrade>True</silent_upgrade>
```

- **05: Current KAFC version**

Enter one of the following values to indicate the number of the version you are upgrading from. Use the value that best matches your version number. For example, if you are upgrading from version 1.2.1.1, use **1.2.1**.

1.1

1.1.1

1.2

1.2.1

Example:

```
<current_kafc_version>1.2.1</current_kafc_version>
```

- **06: Insight license file path**

The path to the Kofax Analytics for Capture product license file is required only for a new installation.

Example:

```
<insight_license_file>C:\productfiles\Altosoft.Insight.License.xml</insight_license_file>
```

- **07: Use SSL**

Indicate whether you are using a secure or non-secure connection for Kofax Insight.

True = HTTPS

False = HTTP

Example:

```
<silent_usessl>True</silent_usessl>
```

If True, update the default port number in parameter 09.

- **08: IIS website name**

Set to Default Web Site, or provide the name of a custom IIS website.

Example:

```
<silent_websitename>Default Web Site</silent_websitename>
```

Note If you created an IIS website and used Custom Site Delegation to change the default delegation states, errors may occur during installation. To prevent errors, set the delegation state for **Modules** to **Read/Write** rather than Read Only.

- **09: IIS website port**

Specify the port number for your IIS website.

443 = HTTPS

80 = HTTP

Example:

```
<silent_port>443</silent_port>
```

- **10: IIS website application pool name**

Set the application pool name for Insight web applications. This installation does not configure the access rights for the account of the application pool to the database, so ensure that they are set up in advance.

Example:

```
<silent_poolname>ASP.NET v4.0</silent_poolname>
```

- **11: Viewer authentication type**

Specify **Insight** or **Windows**.

Insight: Select if you plan to use Insight login credentials to authenticate users when they access the dashboard Viewer. With Insight authentication, each Insight user's login ID must exactly match a corresponding user ID in Kofax Capture.

Windows: Select if you plan to use Windows login credentials to authenticate users when they access the dashboard Viewer. In this case, each user must be a linked user or belong to a linked group in Kofax Capture.

Example:

```
<silent_viewerauthenticationmode>Insight</silent_viewerauthenticationmode>
```

- **12: Insight Administrator password**

Set the password to be used by the Insight administrator. The password is required to access the Insight applications: Admin Console, Studio, Data Loader and Themes and Formats.

To continue with the previous Administrator password, it must be specified here.

Example:

```
<administrator_password>thepassword</administrator_password>
```

- **13: Insight Scheduler Service login and password**

These values are required only if Windows authentication is used for any of the database connections specified for parameters 14-17. If not, leave these values blank.

Example:

```
<silent_insight_serviceaccount>ABCname\ABCadmin</silent_insight_serviceaccount>
```

```
<silent_insight_servicepassword>thepassword</silent_insight_servicepassword>
```

- **14: Insight Admin database connection string**

Set the connection string for the Insight Administration database.

Example:

```
<silent_admin_dbconnection>data source=.;initial catalog=KAFC_Admin;trusted_connection=True;persist security info=False</silent_admin_dbconnection>
```

- **15: Data database connection string**

Set the connection string for the Kofax Analytics for Capture Data database.

Example:

```
<silent_data_dbconnection>data source=.;initial catalog=KAFC_Data;userid=admin;password=thepassword</silent_data_dbconnection>
```

- **16: Meta database connection string**

Set the connection string for the Kofax Analytics for Capture Meta database.

Example:

```
<silent_meta_dbconnection>data source=.;initial catalog=KAFC_Meta;trusted_connection=True;persist security</silent_meta_dbconnection>
```

- **17: Kofax Capture database connection properties**

Set the connection string required to connect to your Kofax Capture database.

Example:

```
<silent_kc_dbconnection>data source=.;initial catalog=KC10;trusted_connection=True;persist security info=False</silent_kc_dbconnection>
```

6. Verify that the required values are entered accurately, and then save InstallerConfig.xml.

7. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
cmd /c KAFC_Installer.exe /silent /config:InstallerConfig.xml
```

8. When the silent upgrade is finished, delete Altosoft.Insight.InstallManager.log, which contains the Administrator password.

Path: C:\Temp\Insight_5.4.0\Altosoft.Insight.InstallManager.log

Uninstall Kofax Insight silently

Use this procedure to uninstall Kofax Insight silently.

1. Close all modules and stop all services for Kofax Capture and Kofax Transformation Modules, including custom modules and services.
2. Temporarily disable User Account Control (UAC).
3. Temporarily disable your antivirus software.
4. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
msiexec.exe -x {7A357049-0D59-410D-8C5E-74EF2836255D} /q /L*V "C:\Temp\nInsightUninstall.log"
```

5. Enable UAC and your antivirus software again.

Chapter 5

Upgrade Kofax Analytics for Capture - Oracle

If you use Oracle databases, use the procedures in this chapter to upgrade to Kofax Analytics for Capture 2.0.0 from an earlier version. If you have SQL Server Data databases, see [Upgrade Kofax Analytics for Capture - SQL Server](#).

The upgrade procedure recreates all tables in the Data database schema and migrates existing data into them. This process can be time-consuming and requires careful planning to ensure successful results. We **strongly encourage** you to review and test the entire upgrade procedure in a pre-production environment before you transition to production. Be sure that your DBA is available during the upgrade to monitor and record how much disk space and memory are used while testing, so appropriate adjustments can be made for the transition to production.

To complete the upgrade successfully, you need the authentication credentials for your Kofax Capture database and Kofax Analytics for Capture databases. To perform the upgrade, you must be the DBA of the Kofax Analytics for Capture databases; otherwise, the upgrade process will fail. After the upgrade is finished, you can use a role that does not require DBA rights.

Important Oracle upgrades require additional time and storage compared to SQL Server, because database string storage columns must be migrated to NVARCHAR2. This approach is required to address the potential for “ORA-12899: value too large for column” errors related to storing long strings. Earlier versions of Kofax Analytics for Capture included truncation on specific columns to avoid this issue within the base project, but customers who integrated custom tables had to add truncation on columns where the string data might overflow, which can be error-prone. Switching to NVARCHAR2 removes the need to address specialized truncation within Kofax Analytics for Capture and/or custom projects.

Product files

Your product is delivered as a compressed file, KofaxAnalyticsForCapture-2.0.0.0.ZIP, which includes the files required to successfully upgrade your Kofax Analytics for Capture installation.

Prerequisites	Files
The Prerequisites folder contains files that you may need to meet the system requirements.	
.NET Framework 4.5.2	NDP452-KB2901907-x86-x64-AIOS-ENU.exe
Microsoft Visual C++ 2010 SP1 Redistributable	VCRedist_x64.exe
Pre-installation scripts for SQL Server databases only	KAFC_MSSQL_Manual_Upgrade_2.0.0.0.sql

Kofax Analytics for Capture Component	Folders / Files
To upgrade Kofax Analytics for Capture components according to the instructions in this guide, use the folders and files listed here.	
Kofax Insight	Kofax Insight folder: KAFC_Installer.exe <i>For silent installation:</i> InstallerConfig.xml
Event Listener	Event Listener folder: KFXWebAgentSetup.exe <i>For silent installation:</i> KFXWebAgentSetup.exe.config
Workflow Agent	Workflow Agent folder: KofaxCaptureEventSender.msi
Oracle Database Migration Utility	Files
KAFC DB Updater	Kofax Insight\Bin folder: KAFCDUpdater.exe

Before the upgrade - Oracle

Before starting the upgrade procedure, complete all procedures in this section to prepare your databases and Kofax Analytics for Capture components.

Prepare the databases

You will need to back up your databases and then make some temporary changes to settings prior to starting the upgrade.

1. Perform a full backup of your Kofax Analytics for Capture databases (Admin, Meta, and Data) and the Kofax Capture database: shut down the system, take VM snapshots and perform a cold backup. You will need to restore from the backup if you run out of space during the upgrade.
2. Before making the following temporary changes to the Data database schema, record the original values and settings. You can revert the changes if an issue occurs during the upgrade, or afterward if they are no longer needed.
 1. Because the upgrade copies each table and then removes the original, **disable the recycle bin**.
 2. **Disable flashback** before you start the upgrade. If you keep flashback enabled, the Flash Recovery Area free space must be monitored and managed during the upgrade.
 3. Be sure the **undo tablespace** is large enough to accommodate the maximum amount of transactions that can be completed in the undo_retention period. Consider configuring a **bigfile** tablespace for the **undo** tablespace.

4. Set **undo_retention** to at least **3600 seconds** to allow enough time to copy the data from the largest table (with the exception of HistoryOfField, which is handled separately), without setting an excessive amount of time.
5. Be sure that **autoextend is on** for all tablespaces, including:
 - undo
 - temporary
 - Kofax Analytics for Capture data schema
6. Be sure the temporary tablespace is large enough to accommodate re-creating all indexes on all tables.
7. Make sure the tablespace file system has a significant amount of free disk space. Do not let the amount of free space fall below 20-30% at any time during the upgrade. Your DBA should monitor the space used during the upgrade process and add disk space, as needed.

As a point of reference, during our upgrade tests on a database with about 100 million records in the HistoryOfField table, the disk space usage increased by 130% and the actual tablespace usage increased by 30%.
8. Make sure the file system to which the archived redo logs are written has a significant amount of free disk space. Do not let the amount of free space fall below 20-30% at any time during the upgrade. Your DBA should monitor the space used during the upgrade process, and as needed, back up and delete the archived redo logs or add disk space.

As a point of reference, during our upgrade tests on a database with about 100 million records in the HistoryOfField table, the archived redo logs required disk space that was approximately 4 times the size of the tablespace for the Kofax Analytics for Capture Data schema.

Prepare Kofax Analytics for Capture Components

When you perform an upgrade, the current settings for Kofax Insight, the Event Listener, Workflow Agent may be overwritten. Follow the procedure in this section to ensure that any custom settings can be restored after the upgrade process is finished.

1. Temporarily disable User Account Control (UAC) and your antivirus software.
2. Back up the following folders in your current Insight installation folder: `HtmlInsight`, `Server`, and `WcfDataService`.

Default location:

```
C:\Program Files\Altosoft\Insight 5.x.x  
C:\Program Files\Altosoft\Insight 4.3.1
```
3. Back up the Event Listener folder, KFX Web Agent, including the Event Listener Web Service configuration file, `Web.config`.

Default location: `c:\Program Files\KFX Web Agent\Web.config`
4. Back up the Workflow Agent (or Event Sender) configuration file, `KA4CConfig.xml`.

Default location: `[Kofax Capture Server]\CaptureSV\Config\KA4CConfig.xml`
5. Make a note of your Insight Administration settings (users and roles, connection strings, alerts, site filter queries, and others). Some settings may need to be reapplied after you install the new version of Insight.

6. Make a note of the following for reference during the upgrade process:
 - For the Admin, Data, Meta, and Kofax Capture databases: the login credentials, website, port, protocol, authentication
 - Kofax Analytics for Capture version you are upgrading from
 - Workflow Agent and Event Listener credentials
 - Event Listener application pool, website and port: note whether the default settings are used
7. Install the Microsoft Visual C++ 2010 SP1 Redistributable, which is provided in the Prerequisites folder in your installation files.
8. Verify that .NET Framework 4.5.2 is installed. If not, it is provided in the Prerequisites folder in your installation files.

Perform the upgrade - Oracle

To upgrade your Kofax Analytics for Capture installation for use with Oracle databases, you must follow the procedure in this section.

1. Verify that all steps in [Before the upgrade - Oracle](#) are completed successfully.
2. Be sure your DBA is available to monitor the available disk space throughout the upgrade process.
3. Start **Insight Data Loader** and unschedule (put on hold) all execution plans, including custom plans, that are scheduled to run automatically. You can unschedule multiple plans at the same time.
4. Start **Insight Studio** and click the **Tools** tab.
 1. On the toolbar, click the Settings icon to open the **Studio settings** window.
 2. Expand **Configuration settings > Configuration settings > Common**.
 3. Make a note of the **Query timeout** value.
 4. Set the **Query timeout** value to **1000000**, and click **OK**.
5. Uninstall the existing instances of the Event Listener (KFX Web Agent).
6. Copy the compressed Kofax Analytics for Capture product file, **KofaxAnalyticsForCapture-2.0.0.0.ZIP**, into a folder and extract the contents. If you are upgrading from version 1.1 or 1.1.1, copy your product license file to the same folder. Do not use a shared network folder.
7. In the Kofax Insight folder, double-click **KAFC_Installer.exe.msi**.
The **Kofax Analytics for Capture - Insight Installation** window appears.
8. Proceed to the following sections to configure the installation:
 1. [General tab](#)
 2. [Insight Configuration tab](#)
 3. [Databases tab](#)

General tab

1. **Installation Path:** Use the default installation path, or click **Browse** to navigate to another location for the installation.

2. Project Name:

- If you are upgrading from version 1.2.x or later, select the name of your current project from the list.
- If you are upgrading from version 1.x, the project name is not listed. You must type the **exact name** of your project, and the name is **case-sensitive**.

3. Upgrade: Select this check box if you are upgrading from any earlier version of Kofax Analytics for Capture.**4. If Upgrade** is selected in the previous step, select your Kofax Analytics for Capture version number from the list. Use the value that best matches your version number. For example, if you are upgrading from version 1.2.1.1, use **1.2.1**.**5. License File:** When upgrading from version 1.1 or 1.1.1, click **Browse** to navigate to the folder where your product license file is saved, and select the file. For other versions, the license is not required.**6.** Click **Next** to advance to the Insight Configuration tab.

Insight Configuration tab

1. Protocol: Select one of the following:

- **https:** Applies if you plan to use an SSL connection for Insight.
You can use IIS Manager to create a site that uses an SSL connection before you continue the installation. An SSL certificate on IIS is required.
- **http:** Applies if you plan to use a non-secure connection for Insight.

Important We strongly recommend that you use an SSL connection. For information on how to set up SSL on IIS, see the Microsoft support website.

2. Web Site Name: If you already created an IIS website, select it from the list. Otherwise, click **Default Web Site**.

Note If you created an IIS website and used Custom Site Delegation to change the default delegation states, errors may occur during installation. In particular, the delegation state for **Modules** should be set to **Read/Write** rather than Read Only.

3. Port: The default TCP/IP port when using HTTPS is 443, and the default non-secure (HTTP) port is 80.**4. Application Pool Name:** Select the name of the application pool to use, which typically is ASP.NET v.4.5 or v4.0. The list includes the application pools detected on your system.
When using Windows authentication, the user for the application pool needs to be able to connect to the database. For information about creating a custom application pool, see [IIS Web server](#).**5. Viewer Authentication Type:** With an upgrade, this setting does not apply. Your existing authentication method is retained during the upgrade.**6. Administrator Password:** Type the Insight Administrator password, and then type it again.

The Administrator password is required to log in to the Insight Admin Console, Studio, Data Loader, or Themes and Formats applications.

When upgrading from an earlier version, your previous Administrator password is not saved. To continue with the previous password, you must enter it here.

7. The Scheduler Service credentials are not required with an Oracle upgrade.

8. Click **Next** to advance to the Databases tab.

Databases tab

On the Databases tab, configure the connections to the Admin, Data, Meta, and Kofax Capture databases.

On this tab, you can save time by using the Copy and Paste buttons to copy entries from one database group to another. After pasting the entries, adjust the values as necessary.

1. **Admin Database:** In this group, specify details for connecting to the Admin database, which stores Insight administrative data related to users, roles, alerts, logs, and more.
 1. Select **Oracle** as the database type.
 2. Enter the connect identifier for the Admin database. Assign a name such as `kafc_admin`.
 3. Enter the user login and password required to connect to the Admin database.
 4. Click **Test** to verify the connection.
2. **Data Database:** In this group, specify details for connecting to the Data database, which stores the processed records and metrics.
 1. Select **Oracle** as the database type.
 2. Enter the connect identifier for the Data database. Assign a name such as `kafc_data`.
 3. Enter the user login and password required to connect to the Data database.
 4. Click **Test** to verify the connection.
3. **Meta Database:** In this group, specify details for connecting to the Data database, which stores configuration information such as metric definitions and calculation logic.
 1. Select **Oracle** as the database type.
 2. Enter the connect identifier for the Meta database. Assign a name such as `kafc_meta`.
 3. Enter the user login and password required to connect to the Meta database.
 4. Click **Test** to verify the connection.
4. **Kofax Capture Database** drop-down list: Select **Custom**.
5. **Kofax Capture Database** group: In this group, specify details for connecting to the Kofax Capture database. In a KCNS environment, specify the Kofax Capture database for the primary central site.
 1. Select **Oracle** as the database type.
 2. Enter the connect identifier for the Kofax Capture database.
 3. Enter the user login and password required to connect to the Kofax Capture database.
 4. Click **Test** to verify the connection.
6. Verify that the required values are entered accurately on **all** configuration tabs.
7. Click **Install** to start the upgrade.

As the entries are validated, you may be prompted to return to the applicable configuration tab to make corrections. In this situation, make the correction and then click Install to restart the upgrade. Use the Status section to monitor the progress of the upgrade.
8. When the upgrade is finished, proceed to the next section to perform the data migration.

Migrate data - Oracle

With an Oracle upgrade, you must use the KAFC DB Updater utility to connect to your Insight Data database to migrate historical data to the new HistoryOfField table, which was created automatically during the Insight installation. The original HistoryOfField table is now archived and renamed to HistoryOfField_Pre2.0. The utility is required to accelerate the upgrade process by migrating data from the archived table to the new table.

1. Double-click **KAFCDBUpdater.exe**, which is available from Kofax Insight\Bin in the product files that you extracted earlier.

The KAFC DB Updater screen appears.

2. Specify the connection properties for the Data database.
 1. Database/DSN/TNS: Specify the connect identifier for the Data database, such as kafc_data.
 2. Enter the login credentials required to access the Data database.
 3. Click **Test** to confirm the connection.
A message confirms a successful connection. If the connection fails, return to the previous steps to correct any invalid entries, and then retry the connection.
3. Click **Check for Archive**.
The **Restore** button is enabled.

4. Use the **After Upgrade** settings to migrate the archived data in HistoryOfField_Pre2.0 to the new HistoryOfField table.
 1. **Restore from:** Set the date from which the archived HistoryOfField data should be migrated: existing data between the "Restore from" date and the current date will be migrated.
If the table size is significant, you have the option of migrating the data incrementally. For example, instead of setting the earliest possible date to migrate all existing data, you could set a date that would migrate only 7 days of data.
 2. Click **Restore** to migrate the archived data in HistoryOfField_Pre2.0 to the new HistoryOfField table.

Based on the specified date range, the data is migrated to the new table.

Important The migration process can be time-consuming, depending on the size of your Data database tables. You can safely proceed to upgrade the Event Listener or the Workflow Agent while the utility is still migrating historical data.

If you access views on the dashboard while the DB Updater utility is running, field details and batch events will be missing for any data that is not yet migrated. As a result, you may notice missing data when selecting Batches & Docs > Search by Field, Batch Overview > Batch Events grid, Document Overview > Field Changes grid, Field Change Details > Document Fields Detail, or other views that use HistoryOfField data. Once the utility is finished running, any missing data will be restored to all applicable views.

Also, although you can access the dashboard while data migration is in progress, performance may be affected until the DB Updater utility is finished running.

A "Restore finished successfully" message will appear when all data migration is complete. Once the HistoryOfField_Pre2.0 table is empty, it is automatically deleted.

3. Click **Stop** any time to manually stop the data migration process before the utility is finished.
If the data migration is stopped and then restarted, the utility continues from where it left off and preserves any records that were successfully migrated before the interruption occurred.
5. After **all processing** in the DB Updater utility is finished:
 1. Compute statistics for the KAFC Data schema:

```
exec dbms_stats.delete_schema_stats(sys_context( 'userenv', 'current_schema' ));
exec dbms_stats.gather_schema_stats(sys_context( 'userenv', 'current_schema' ));
```

2. Proceed to the next section to schedule and run execution plans.

Schedule and run execution plans

Follow the procedure in this section to schedule the Hourly and Night execution plans that collect, process, and load data for inclusion in your Kofax Analytics for Capture dashboard Viewer.

Note When you access the dashboard Viewer after the upgrade, historic data may not appear in some charts until the Hourly Plan has run. As an option to accelerate the process of populating the charts, you can manually run the Hourly Plan. For the date range, use "Last successful load date" to "Current time."

With an Oracle upgrade, you also need to run Fix Data plans to optimize historical data collected prior to the upgrade.

1. Using the Chrome browser, select **Insight 5.4.0 > Data Loader**.
2. Enter the **Data Loader** login credentials.
3. Use the **Execution plans** tab to schedule the Hourly and Night Plans:

Hourly Plan

1. On the list of plans, in the row for **Hourly Plan**, in the **Frequency** column, click the ellipsis.
2. In the **Hourly Plan scheduling** window, in the **Schedule** section, select **Every 1 Hours** and do not change other settings.
3. Click **OK**.
A message confirms that the plan is scheduled.

Night Plan

1. On the list of plans, in the **Night Plan** row, in the **Frequency** column, click the ellipsis.
2. In the **Night Plan scheduling** window, in the **Schedule** section, select **"Every 1 days."** Do not change other settings.
3. Click **OK**.
A message confirms that the plan is scheduled.

Run 'Fix Data' plans

When performing an Insight upgrade for Oracle, the final step is to run Fix Data execution plans. Be sure to wait until all processing in the DB Updater utility is finished before running these plans.


The plans that you run are determined by the Kofax Analytics for Capture version you are upgrading from.

To upgrade from this version:	Run these Fix Data plans:
1.1, 1.1.1	1.2.0.2, 1.2.1.1
1.2.0, 1.2.0.1, 1.2.0.2	1.2.0.2, 1.2.1.1
1.2.1, 1.2.1.1	1.2.1.1

1. Verify that you have completed all other steps in [Perform the upgrade - Oracle](#). Also, confirm that **all processing** in the DB Updater utility is finished.
2. Start **Data Loader** and select the **Execution plans** tab.
3. On the list of plans, do the following:
 - If you are upgrading from **version 1.2.0.2 or any earlier version**, select **Fix 1.2.0.2 Data**.
 - If you are upgrading from version 1.2.1 or 1.2.1.1, do not run the Fix 1.2.0.2 Data plan.
4. Click **Load**.
5. In the **Date range** group in the right pane:
 1. Set the **From date** to **Beginning of times**.
 2. Set the **To date** to **Current time**.
 3. Click **Load data**.

While the plan is running, the status of each step is displayed in the "Log management" pane.

4. Wait for the plan to finish successfully.
6. For all upgrades (regardless of version), select the **Fix 1.2.1.1 Data** plan.
 1. Click **Load**.
 2. Use the same date range described in the previous step, and click **Load data**.

While the plan is running, the status of each step is displayed in the "Log management" pane.
 3. Wait for the plan to finish successfully.
7. On the toolbar, click the **Log out** button  to exit Data Loader.
8. Proceed to the next section.

Finish the upgrade - Oracle

Complete these steps to finish the Kofax Analytics for Capture upgrade.

1. Restart or enable the following:
 - Kofax Capture and Kofax Transformation modules and services, including custom modules and services
 - User Account Control (UAC)
 - Antivirus software
2. Start **Studio** and click the **Tools** tab to update the **Query timeout** value.
 1. On the toolbar, click the Settings icon to open the **Studio settings** window.
 2. Expand **Configuration settings** > **Configuration settings** > **Common**.
 3. Reset the **Query timeout** value to **1800** seconds, and click **OK**.
 4. On the toolbar, click Save.
3. Start **Admin Console** and restore any settings that were overwritten during the upgrade. Check the Kofax Capture connection, alerts, and other relevant settings.
4. Complete the upgrade for the Event Listener as described in [Install the Event Listener](#).

Check the Event Listener Web Service configuration file, Web.config, and reapply any settings based on your backup. If necessary, refer to [Event Listener Web Service configuration file](#).

Default location: c:\Program Files\KFX Web Agent\Web.config
5. Complete the upgrade for the Workflow Agent as described in [Install the Workflow Agent](#).

Check the Workflow Agent configuration file, KA4CConfig.xml, and reapply any settings based on your backup. If necessary, refer to [Workflow Agent configuration file](#).

Default location: [Kofax Capture Server]\CaptureSV\Config\KA4CConfig.xml
6. After an upgrade, the credentials for IIS application pool identities and the Insight Scheduler service may be reset to their default values. Verify these values and update them if necessary.
7. Check any other configuration files and restore custom settings, as applicable.
8. Verify or update settings related to authentication, users and roles, and the Kofax Capture database connection to ensure that your Kofax Analytics for Capture views produce the expected results. Proceed to [Kofax Insight administration](#).

9. Perform maintenance on a **weekly basis**, and compute statistics for the KAFC data schema:

```
exec dbms_stats.gather_schema_stats(sys_context( 'userenv', 'current_schema' ));
```

Upgrade Kofax Insight silently - Oracle

As an alternative to the standard upgrade process, you can silently install Kofax Insight. During a silent upgrade, no manual entries are required.

Before starting a silent installation, review [System requirements](#) to ensure that your environment meets all of the prerequisites.

1. Close all modules and stop all services for Kofax Capture and Kofax Transformation Modules, including custom modules and services.
2. Temporarily disable User Account Control (UAC).
3. Temporarily disable your antivirus software.
4. Copy the compressed Kofax Analytics for Capture product file, KofaxAnalyticsForCapture-2.0.0.0.ZIP, into a folder and extract the contents. Do not use a shared network folder.
5. Update **InstallerConfig.xml** to configure the parameters for your upgrade. The required parameters are listed in the file and the values are described in the following list.

- **01: Insight login and password**

Enter login credentials (user and password) for your existing Insight Administration application. Specify the credentials for the Administrator or another user who currently has access to Insight Administration.

Example:

```
<silent_insightlogin>Administrator</silent_insightlogin>
<silent_insightpassword/>thepassword</silent_insightpassword/>
```

- **02: Installation path**

Specify the installation path for Kofax Insight.

Example: `<silent_installpath>C:\Program Files\Kofax\Insight 5.4.0</silent_installpath>`

- **03: Project name**

Enter the name of the project (such as KAFC12) for your existing version of Kofax Analytics for Capture.

Important The project name is **case-sensitive**, and you must enter it **exactly** as it is spelled. Otherwise, your project cannot be upgraded successfully.

Example: `<silent_projectname>KAFC12</silent_projectname>`

- **04: Upgrade**

True = Upgrade from earlier version.

False = Perform a new installation.

- Example:

```
<silent_upgrade>True</silent_upgrade>
```

Note If you are upgrading an Oracle upgrade, additional steps are required after the silent installation to migrate historical data to the new HistoryOfField table. For instructions, see [Migrate data - Oracle](#).

- **05: Current K AFC version**

Enter one of the following values to indicate the number of the version you are upgrading from. Use the value that best matches your version number. For example, if you are upgrading from version 1.2.1.1, use **1.2.1**.

1.1

1.1.1

1.2

1.2.1

Example:

```
<current_kafc_version>1.2.1</current_kafc_version>
```

- **06: Insight license file path**

The path to the Kofax Analytics for Capture product license file is required only for a new installation.

Example:

```
<insight_license_file>C:\productfiles\Altosoft.Insight.License.xml</insight_license_file>
```

- **07: Use SSL**

Indicate whether you are using a secure or non-secure connection for Kofax Insight.

True = HTTPS

False = HTTP

Example:

```
<silent_usessl>True</silent_usessl>
```

If True, update the default port number in parameter 09.

- **08: IIS website name**

Set to Default Web Site, or provide the name of a custom IIS website.

Example:

```
<silent_websitename>Default Web Site</silent_websitename>
```

Note If you created an IIS website and used Custom Site Delegation to change the default delegation states, errors may occur during installation. To prevent errors, set the delegation state for **Modules** to **Read/Write** rather than Read Only.

- **09: IIS website port**

Specify the port number for your IIS website.

443 = HTTPS

80 = HTTP

Example:

```
<silent_port>443</silent_port>
```

- **10: IIS website application pool name**

Set the application pool name for Insight web applications. This installation does not configure the access rights for the account of the application pool to the database, so ensure that they are set up in advance.

Example:

```
<silent_poolname>ASP.NET v4.0</silent_poolname>
```

- **11: Viewer authentication type**

This parameter does not apply to an upgrade. Your existing authentication method is retained during the upgrade.

- **12: Insight Administrator password**

Set the password to be used by the Insight administrator. The password is required to access the Insight applications: Admin Console, Studio, Data Loader and Themes and Formats.

To continue with the previous Administrator password, it must be specified here.

Example:

```
<administrator_password>thepassword</administrator_password>
```

- **13: Insight Scheduler Service login and password**

These values are required only if Windows authentication is used for any of the database connections specified for parameters 14-17. If not, leave these values blank.

Example:

```
<silent_insightSERVICEACCOUNT>ABCname\ABCadmin</silent_insightSERVICEACCOUNT>
```

```
<silent_insightSERVICEPASSWORD>thepassword</silent_insightSERVICEPASSWORD>
```

- **14: Insight Admin database connection string**

Set the connection string for the Insight Administration database.

Example:

```
<silent_adminDBconnection>data source=orcl;user  
id=KAFC_Admin;password=thepassword</silent_adminDBconnection>
```

- **15: Data database connection string**

Set the connection string for the Kofax Analytics for Capture Data database.

Example:

```
<silent_dataDBconnection>data source=orcl;user  
id=KAFC_data;password=thepassword</silent_dataDBconnection>
```

- **16: Meta database connection string**

Set the connection string for the Kofax Analytics for Capture Meta database.

Example:

```
<silent_metaDBconnection>data source=orcl;user  
id=KAFC_meta;password=thepassword</silent_metaDBconnection>
```

- **17: Kofax Capture database connection properties**

Set the connection string required to connect to your Kofax Capture database.

Example:

```
<silent_kcDBconnection>data source=orcl;user id=KC;password=thepassword</  
silent_kcDBconnection>
```

6. Verify that the required values are entered accurately, and then save InstallerConfig.xml.
7. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
cmd /c KAFC_Installer.exe /silent /config:InstallerConfig.xml
```

8. When the silent upgrade is finished, delete `Altosoft.Insight.InstallManager.log`, which contains the Administrator password.

Path: `C:\Temp\Insight_5.4.0\Altosoft.Insight.InstallManager.log`

9. When you perform a silent upgrade for Oracle, the following tasks are handled automatically:
 - Renaming of your existing `HistoryOfField` table to `HistoryOfField_Pre2.0`.
 - Creation of a new `HistoryOfField` table.
 - Migration of records for live batches from `HistoryOfField_Pre2.0` to the new `HistoryOfField` table.

After the silent upgrade, **you must** perform additional steps to migrate historical records to the new `HistoryOfField` table. For the step-by-step migration procedure, see [Migrate data - Oracle](#).

Uninstall Kofax Insight silently

Use this procedure to uninstall Kofax Insight silently.

1. Close all modules and stop all services for Kofax Capture and Kofax Transformation Modules, including custom modules and services.
2. Temporarily disable User Account Control (UAC).
3. Temporarily disable your antivirus software.
4. Open a Command Prompt with elevated administrator privileges and execute the following command:

```
msiexec.exe -x {7A357049-0D59-410D-8C5E-74EF2836255D} /q /L*V "C:\Temp\nInsightUninstall.log"
```

5. Enable UAC and your antivirus software again.

Chapter 6

Kofax Insight administration

This chapter gives you information about Insight Admin Console settings that affect your Kofax Analytics for Capture installation. Verify or update settings related to authentication, users and roles, and the Kofax Capture database connection to ensure that your Kofax Analytics for Capture views produce the expected results.

Note To access Insight Admin Console settings, navigate to **Insight 5.4.0 > Administration > Admin Console**. If prompted, enter Insight administrator credentials.

Before working with Kofax Analytics for Capture views, use Admin Console to do the following:

1. An authentication method for the dashboard Viewer is applied during the installation or upgrade process. To set authentication preferences for the other Insight applications, see [Set authentication method](#).
2. Configure users and roles. See [Manage users and roles](#).
3. Verify the connection to your Kofax Capture database. See [Connections](#).
4. Optionally apply site filters (applies only to a KCNS environment).

Set authentication method

Use this procedure to set the method for authenticating user login credentials for Insight applications. An authentication method for the dashboard Viewer is determined during the installation or upgrade process.

1. Start **Admin Console**.
2. On the **Documents Tree**, click **Authentication**.
3. On the **Application** list, select the Insight application for which you are setting the authentication method. Keep in mind that authentication is set separately for each Insight application.
 - Admin Console
 - Data Loader
 - Studio
 - Themes and Formats
 - View (affects user access to the Kofax Analytics for Capture dashboard Viewer; setting already applied during the installation or upgrade)
4. Set one of the following authentication methods.
 - **No authentication**
When selected, all users have access to the application selected in the preceding step. Most organizations require an authentication method.

When selected for the Viewer, all users have access to the dashboard views, and Kofax Capture batch class assignments are not enforced. In this situation, you can copy the "kafc role" settings to the [Default role](#). Be sure to apply the Kofax Theme and set the default view for the role to Main.

- **User's logins and passwords are defined within Insight platform. Users are explicitly linked to roles.**

Important When using Insight authentication, each user's Insight login ID must **exactly** match a corresponding user ID in Kofax Capture. Otherwise, data does not display on the dashboard. To create Insight users and assign roles to them, see [Create Insight users](#) and [Assign a role to users](#).

- **User properties are obtained from the environment: Windows**

If selected, also select **And then user roles and access rights are determined by comparing these values to: Fixed values**.

When using Windows authentication, each user must be a linked user or belong to a linked group in Kofax Capture.

Important If you select Windows authentication, follow the procedures in [Configure Insight for Windows authentication](#) and [Map roles for Windows users](#). If you set Windows authentication for Admin Console without completing both of these procedures, you cannot log in to the Admin Console later. In this situation, see "Recover from a lockout" in the *Kofax Insight Administrator's Guide*, which is available from the Insight 5.4.0 program group.

Note If you are using Windows authentication, you do not need to define an Insight user for each dashboard user.

5. Click **Save**.
6. Repeat the procedure for each Insight application on the Application list.

Windows authentication

With Windows authentication, each Insight user must be a linked user or belong to a linked group in Kofax Capture.

Configure Insight for Windows authentication

Use the procedure in this section to configure Insight for Windows Authentication.

Before configuring Insight, select Windows authentication in IIS for the web application (default website).

Authentication		
Group by: No Grouping		
Name	Status	Response Type
Anonymous Authentication	Enabled	
ASP.NET Impersonation	Disabled	
Basic Authentication	Disabled	HTTP 401 Challenge
Forms Authentication	Disabled	HTTP 302 Login/Redirect
Windows Authentication	Enabled	HTTP 401 Challenge

1. Navigate to **Insight 5.4.0 > Administration > Admin Console**.
2. Verify that **Windows** is set as the authentication method for the applicable Insight applications, as described in [Set authentication method](#).
3. **User identifier:** Specify a way to obtain the user's ID, which should be constant for a specific user's login. Usually, it is a session property (Identity) that looks to the Active Directory domain for the user ID.
 1. In the **Documents Tree**, click **User mapping**.
 2. On the **UserIdentifier (UID)** tab, set the **Session property** to **Identity**.
4. With **User mapping** still selected, set the session properties for **User Name** and **Email**.
 1. Click the **User Name** tab, and set the **Session property** to the applicable property for the display name, such as **FullName**.
User Name is the display name of a user account. Usually, it is one of the Active Directory properties, such as *Identity*, *name*, *FullName*, *displayName* or another convenient property. Your domain administrator can provide all available Active Directory properties.
 2. Click the **Email** tab, and set the **Session property** to **EmailAddress**.
 Email is the email address of the user account. It is used for self-subscriptions only. Usually, it is the Active Directory property *mail* or *EmailAddress*. Your domain administrator can provide the available Active Directory properties.
5. Assign Insight roles to Windows users. See [Map roles for Windows users](#).

Manage users and roles

Kofax Analytics for Capture uses a combination of users and roles to manage access to projects and views.

- **Users:** When using Insight authentication, each Insight user's login ID must exactly match a corresponding user ID in Kofax Capture (see [Create Insight users](#)). When using Windows authentication, you do not need to create an Insight user for each dashboard user. The Insight or Windows user accounts must also be authorized in Kofax Capture with the proper batch class assignments, so that the expected data appears in the Viewer.
- **Roles:** Use roles to manage access rights to different metrics, records, and views. User access is limited to the set of views assigned within a project based on the assigned roles. For example, if

multiple users have access to the same set of views containing labor and operator performance information, you can create a Labor Manager role to assign to users, as applicable. See [Assign a role to users](#).

Create Insight users

If Insight authentication is selected, use Admin Console to set up one or more Insight users and then [assign roles](#) to them. With Insight authentication, each Insight user's login ID must exactly match a corresponding user ID in Kofax Capture.

By default, the Administrator user is assigned a password as specified during installation. The Administrator user is assigned to the Administrator role, which allows access to the Insight applications: Admin Console, Studio, Data Loader, and Themes and Formats. If necessary, the Administrator user password settings can be updated after installation.

After installation, the Administrator can add other users.

When using Windows authentication, you do not need to create an Insight user for each dashboard user. Regardless of the authentication method, the Insight or Windows user accounts must also be authorized in Kofax Capture with the proper batch class assignments, so that the expected data appears in the Viewer.

1. Start **Admin Console**.
2. On the **Documents Tree**, click **Users**.
3. Right-click and then click **New**.
The **New User** dialog box appears.
4. Enter a name for the user such as **Labor Manager**, and then click **OK**.
5. Enter a user login, user display name, email address, and password. Also, select the check box if the user should be able to update the password without assistance from the administrator.

Note The Login entry should exactly match a Kofax Capture user ID.

6. Select one or more roles to associate with the user.

Note You can assign a user to multiple roles. If you assign a user to multiple roles that have varying access rights, the user is granted combined rights for the assigned roles. The user's default view is based on the default view for the first of the multiple roles, based on the order of the Roles list in Admin Console. You can right-click a role to move its position on the list.

7. Click **Save**.

Assign a role to users

When Insight authentication is enabled, use the following procedure to assign a role to one or more users. If Windows authentication is enabled, see [Map roles for Windows users](#).

The following predefined roles are provided for use with the Kofax Analytics for Capture product:

- **Administrator:** Grants access to all Insight applications: Admin Console, Studio, Data Loader, and Themes and Formats. Also has access to the Viewer.

- **kafc admin role:** Grants full access to the Kofax Analytics for Capture dashboard, including the Admin tab. By default, has limited access to Insight Studio and Data Loader.
- **kafc role:** Grants read-only access to the Kofax Analytics for Capture dashboard except for the Admin tab, the Workflow and Swimlane views, and the Document Processing Time view. By default, does not have access to Insight applications.
- **kafc designer role:** Grants read-only access to the Kofax Analytics for Capture dashboard except for the **Admin** tab. By default, grants limited rights to Studio for the purpose of adding custom views, records, or metrics. This role grants read-only rights to the built-in views, records, and metrics delivered with the product and does not allow modifications to them.
- **Default role:** This role may be useful if no authentication method is selected. In this situation, you can copy the "kafc role" settings to the Default role. Be sure to apply the Kofax Theme and set the default view to Main.
 1. Start **Admin Console**.
 2. In the **Documents Tree**, click and expand **Users**.
 3. Select a user name.
 4. In the **Roles** section of the user's record, select each role to associate with the selected user. Refer to the preceding description of the roles provided with the product, or [create a new role](#).
 5. On the toolbar, click **Save**.

Assign multiple users to a role

Use the following procedure to assign multiple users to a role.

1. Start **Admin Console**.
2. In the **Documents Tree**, click and expand **Roles**.
3. Select the role to be assigned to users. Refer to the preceding description of the roles provided with the product, or [create a new role](#).
4. In the middle pane, to the right of the "Fixed values mapping" tab, click the **Insight Users** tab.
5. On the **Insight Users** tab, select the check box for each user to be assigned to the role.
6. On the toolbar, click **Save**.

Map roles for Windows users

When Windows authentication is enabled, you need to describe mapping rules for each role. Usually, the Active Directory property *memberOf* is used. In the sample illustration, the administrator is assigning the "kafc admin role" in Insight to all Windows users who belong to the Windows group called *managersADGroup*. Your domain administrator can provide you with all available Active Directory properties.

Each row in the mapping grid uses the **AND** operand. If multiple roles on the Roles list match conditions for a user account, the access rights are merged from all matching roles, while other settings (such as the theme or date format) are assigned by the top matching role on the list.

✓ Managers ✕

Name:

Theme:

Tablet theme:

Application rights
View rights
Studio rights
Themes
Fixed values mapping

PROPERTY	OPERATOR	VALUE
memberOf	Include ▼	managersADGroup

1. Start **Admin Console**.
2. In the **Documents Tree**, click and expand **Roles**.
3. Select a role such as Managers to map to Windows users.
4. In the middle pane, select the **Fixed values mapping** tab.
5. Select **Click Here To Add New Data**.
A row is added to the mapping grid.
6. Set an Active Directory property such as `memberOf`.
7. Set an operator such as `Include`.
8. Set a value such as the Windows group called `managersADGroup`.
9. Add additional rows as applicable.
10. On the toolbar, click **Save**.

Create roles

Use roles to define and manage different levels of access to the Kofax Analytics for Capture dashboard and to Insight applications. In addition to the [predefined roles](#) that come with the product, you can set up one or more roles to assign to a user or group of users.

Roles provide access to different views, metrics, and records. You can assign a user to multiple roles. If you assign a user to multiple roles that have varying access rights, the user is granted combined rights for the assigned roles. The user's default view is based on the default view for the first of the multiple roles, based on the order of the Roles list in Admin Console. You can right-click a role to move its position on the list.

1. Start **Admin Console**.

2. On the **Documents Tree**, click **Roles**.
3. Right-click, and then click **New**.
The **New Role** dialog box appears.
4. Enter a name for the role such as **Manager**, and then click **OK**.
5. In the **Name** field, enter the name for the role.
6. Select a theme from the list to define the visual style and appearance of the dashboard to apply while the role is active.

Note We recommend that you select the Kofax Theme for Kofax Analytics for Capture roles.

7. Select the rights that are available while the role is active.
8. On the toolbar, click **Save**.

Define access rights for a role

Assign access rights based on a user's role. For each role, you can assign access rights for individual views and reports associated with a project.

1. Start **Admin Console**.
2. In the **Documents Tree**, click and expand **Roles**.
3. On the list of roles, select the role for which you are defining rights.
4. In the right pane, click the **View rights** tab.
5. Select **KAFC** (or other project name) and then expand the list of views.
6. Select each view that should be available to the selected role.
7. Verify that **Main** is set as the default view for the role.
 - If Main is set as the default view for the role, the PC monitor icon appears next to the view name.
 - If Main is not set as the default view for the role, click **PC default** at the bottom of the screen.
The monitor icon appears next to the Main view.

Tip If the "PC default" button is not available when you click it, you may need to collapse and expand the list of views to enable the button.

8. Click **Save**.

Update connections or set site filters

Kofax Analytics for Capture dashboard views enforce the same level of user access that is applied to batch class data in Kofax Capture. Access to batch class data is based on the [authentication method](#) and Kofax Capture [connection](#) settings specified during installation, along with user and group profile assignments in Kofax Capture.

In a KCNS environment, you can optionally apply [site filters](#) to specify which users can view data for certain sites.

Note Users who are direct members of a linked group in Kofax Capture can access the Kofax Analytics for Capture dashboard views even if they have not previously logged in to Kofax Capture. Users who belong to a nested group need to log in to Kofax Capture at least once before they can see data in the dashboard views.

Connections

The Connection settings for your Kofax Capture database are applied during the installation or upgrade process. Use the procedure in this section only if you need to update the Connection settings later.

Note The connection to the Kofax Capture database must be the same as the one specified on the Databases tab during the [Event Listener installation](#).

1. Navigate to **Insight 5.4.0 > Administration > Admin Console**.
2. On the **Documents Tree**, click and expand **Connections**.
3. Verify that **KC connection** is selected.
4. In the **Connection Option** group, complete the entries as applicable to your Kofax Capture database type (MS SQL Server or Oracle).

Note If you installed Kofax Capture with the Standard database, use the values specified here:

- Server name (based on the installed version of Kofax Capture):

Kofax Capture 10.2: <machinename>\KOFAXCAP2012

Kofax Capture 10.1: <machinename>\KOFAXCAPTURE

Kofax Capture 10.0: <machinename>\KOFAXCAP2008R2

Kofax Capture 9.0.3: <machinename>\ASCENTCAPTURE

where <machinename> is the name of the computer where the Kofax Capture server is installed

- Database name: ACSsystem
- User Name: KPSG
- Password: Pr0fS3rv

For Kofax Capture 10.2, the password is V4@ezmC2TpD&U/b if USGCB password compliance is enabled.

The specified user has read-only access to all Kofax Capture database tables.

5. Click **Connect** to test the connection.
If the connection fails, check for invalid entries and try again.
6. On the **Actions** toolbar, click **Save**.

Set site filter queries

In a KCNS environment, you can use a site filter query to specify which users can view data from certain sites.

For very simple cases, you might be able to use one of the following basic samples with minor modifications. More likely, you will need to create a table of users and the sites they have access to, and then specify a query to select from that table.

The query should return rows containing the name of each site that the user has access to. The user ID is replaced in the query with the text <Login> for Insight users, or the text <Identity> for Windows users.

In the samples, a user named *SampleRestricted* does not have access to the central site (the central site name is selected from the DatabaseVars table), and only has access to remote sites with names that start with *Restricted Site* (remote site names are selected from the AcisCSite table). All other users have access to both the central site and all remote sites.

The sample site queries work for both SQL Server or Oracle.

Sample Site query for Insight users:

```
SELECT SiteName
FROM DatabaseVars
WHERE PublishedBatchDefID=0
  AND '<Login>' <> 'SampleRestricted'
UNION
SELECT SiteName
FROM AcisCSite
WHERE '<Login>' <> 'SampleRestricted'
  OR ('<Login>' = 'SampleRestricted'
  AND SiteName LIKE 'Restricted Site%')
```

Sample Site query for Windows users:

```
SELECT SiteName
FROM DatabaseVars
WHERE PublishedBatchDefID=0
  AND '<Identity>' <> 'SampleRestricted'
UNION
SELECT SiteName
FROM AcisCSite
WHERE '<Identity>' <> 'SampleRestricted'
  OR ('<Identity>' = 'SampleRestricted'
  AND SiteName LIKE 'Restricted Site%')
```

1. Navigate to **Insight 5.4.0 > Administration > Admin Console**.
The Admin Console is started.
2. On the **Documents Tree**, click and expand **User Filters**.
3. Select **Site**.
4. Verify that **KC connection** (or the connection to your table of users and sites) is the **Source** selection.
5. From the **Database** list, select your database type, such as MS SQL Server.
6. From the **Authentication** list, select the type of you are using (such as **Insight users** or **Windows**).
7. Click in the filter query window and enter a site query for Insight or Windows users, as applicable.
Refer to the preceding sample queries as a guide.
8. Click **Save**.

Import and export a project

An Insight project is saved in two databases: the project meta database and the project data database. By convention, they are named as <project_name>_meta and <project_name>_data, such as *kafc_meta*

and *kafc_data*. The meta database contains the project definitions such as the data source, records, metric, views (dashboard) and all other Insight documents (objects). The data database stores the data in the project.

Use the Import/Export utility to back up (export) or restore (import) a database. This is useful when you want to move a project across different databases. Although you can use a third-party DBA backup and restore tool for this purpose, this Import/Export utility tool gives you the ability to move the Insight database from one version of SQL to another, or from one DBMS to another.

Export a project

1. Select **Insight 5.4.0 > Administration > Import-Export Tool**.
The **Import/Export** screen appears.
2. Select **Export**.
3. Select a folder to export (back up) the database to, or click the ellipsis (...) to navigate to a folder. Select an empty folder on the server/computer, such as:
`C:\Data\KAFC_Project_Meta\`
4. Provide the connection parameters to the meta database, such as *kafc_meta*.
5. Click **Connect**.
6. Click **Export**.
The meta database tables are exported to the specified folder.
7. Repeat the same procedure for the data database, such as *kafc_data*. Be sure to select a different empty folder, such as:
`C:\Data\KAFC_Project_Data\`

Import a project

Use this procedure to import a project.

Note To import successfully, you must be a user with database ownership (DBO) rights for the Meta and Data databases.

1. Select **Insight 5.4.0 > Administration > Import-Export Tool**.
The **Import/Export** screen appears.
2. Select **Import**.
3. Select the folder to import (restore) the meta database from, or click the ellipsis (...) to navigate to the folder. The folder should contain a previously exported project meta database, such as:
`C:\Data\KAFC_Project_Meta\`
4. Provide the connection parameters to the database to import the data into, such as *new_kafc_meta*.
5. Click **Connect**.
6. Click **Import**.
The meta database tables are imported to the specified database.
7. Repeat the same procedure for the data database, and be sure to select the folder for the exported data database, such as:
`C:\Data\KAFC_Project_Data\`
8. Click **Test Connection**.

Configure Insight to Use New Project Database Location

If you import the project database to a different location, you need to configure Insight to use the updated location. The process involves changing the data source connection strings to the new location.

1. Select **Insight 5.4.0 > Administration > Admin Console**.
2. In the **Documents Tree** under **Projects**, select the KAFC project and click **Change**.
3. Enter the new connection strings for the project data database and meta database.
4. Click **OK**.

Chapter 7

Use Kofax Analytics for Capture

With Kofax Analytics for Capture, you can generate data analytics and then display the data in an interactive dashboard through the [Viewer](#).

The Kofax Analytics for Capture dashboard consists of several sets of views. Each view has graphical elements and other components to retrieve, analyze, and report on data from Kofax Capture and Kofax Transformation Modules. Predefined views configured to analyze your Kofax Capture and Kofax Transformation Modules data are included in your installation.

The [Dashboard Designer](#) within Insight Studio is a browser-based design tool used to customize the appearance of the views.

Viewer

Use the Viewer to display the dashboard views included in your Kofax Analytics for Capture installation. These views include a variety of visual and analytical representations of data using charts, grids, pivot tables, and reports. System administrators, business process managers, and other stakeholders use this interface to gain visibility into analytical information.

You can display data in standard or custom views generated from data stored within the Kofax Analytics for Capture database. You can also extract information from the Kofax Capture User Tracking tables based on your Kofax Capture installation or external databases.

You can create new views in the Dashboard Designer. You can also customize a view by copying a view supplied with your Kofax Analytics for Capture installation and saving it with a new name. See [Dashboard Designer](#) for more information.

Important The views provided with Kofax Analytics for Capture are based on values that come from predefined Kofax [records and metrics](#). When adding custom views, do not modify the predefined views, records, or metrics that come with the product. Instead, [copy](#) a predefined view, save it with a different name, and then modify the components as necessary. See [Policy on customizations](#).

Open the Viewer

To open the Viewer (or dashboard), follow the procedure in this section.

By default, the Viewer displays in the language selected in the Region and Language settings for your operating system. To select another language, see [Select a language](#).

Note The recommended monitor resolution is 1280x1024.

1. Do one of the following to open the Viewer:

- Navigate to **Insight 5.4.0 > Viewer**.
- Open a web browser and enter the following URL:

```
http://<server>/Insight/View/
```

```
https://<server>/Insight/View/
```

where <server> is the name of your Insight server

Be sure to verify that the website's binding host name is set to blank or localhost in your IIS settings. Otherwise, a login error may occur.

A login window may appear (it does not appear if an authentication method is not currently enabled, or if Windows authentication is enabled and the user is already authenticated).

2. Enter valid login credentials and click **Login**.

To ensure proper viewing, verify the appropriate Authentication Method setting for the Viewer in Admin Console. The "No authentication" setting does not enforce Kofax Capture batch class assignments.

Also, if Main is not selected as the default view for the role associated with the user who is logging in, the following error may appear:

```
You can specify view name parameter in Admin Tool
```

Resolve the issue by setting Main as the default view, as described in [Define access rights for a role](#).

Select a language

When you install Kofax Analytics for Capture, the dashboard views display in the language specified in the browser settings (including the format for delimiters, decimal points, and names of the days of the week and the months). You can use the language selector in the Viewer to switch to any of the supported languages:

- Brazilian Portuguese
- Czech
- English
- French
- German
- Italian
- Japanese
- Polish
- Russian
- Simplified Chinese
- Spanish
- Swedish

1. In the Viewer, click the **Language** button.

A list of languages appears.

2. On the list, click the language in which to display the dashboard views.

The dashboard is refreshed, and the **Operations - Overview** appears in the selected language.

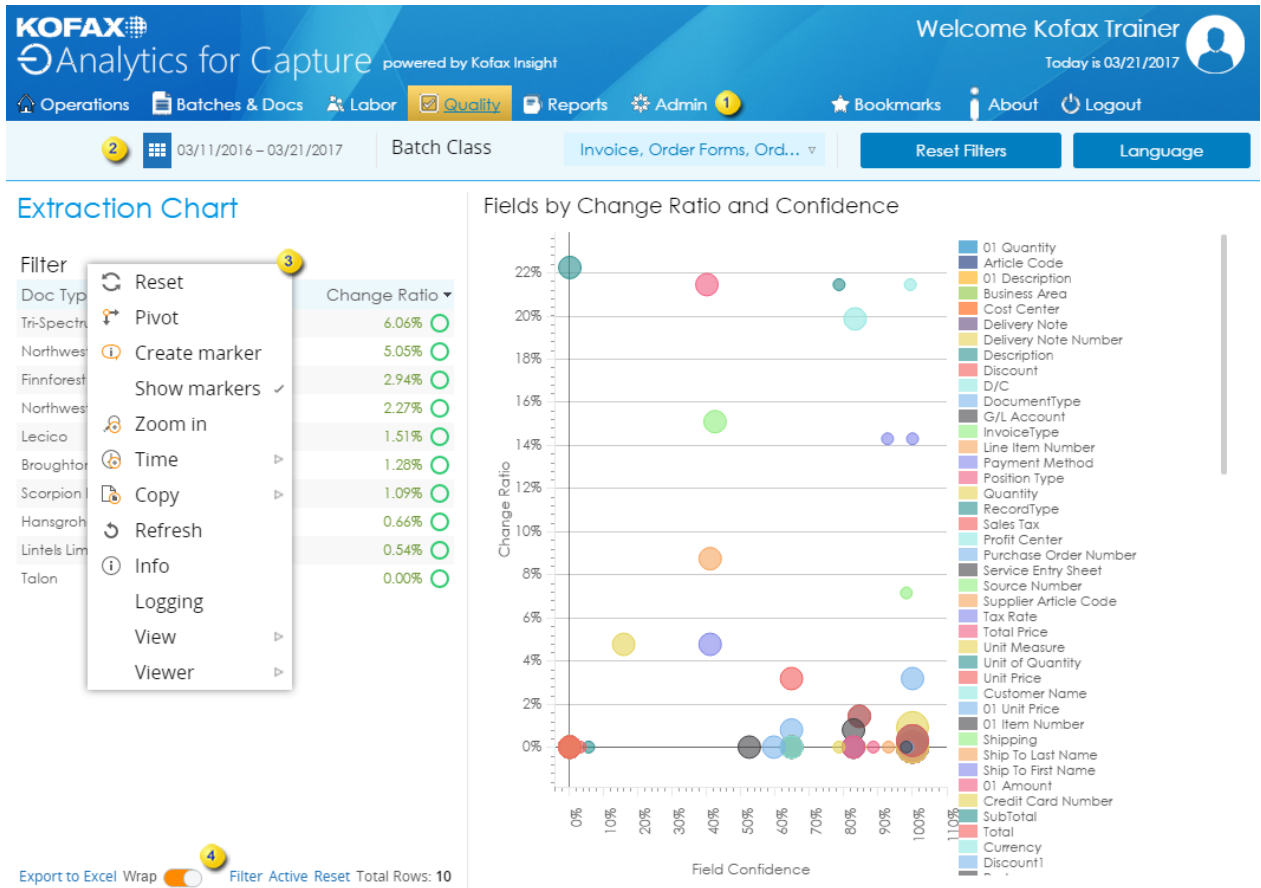
Update the date and time format

When dates and times are displayed, the dashboard views use the format associated with the selected language. To apply another date and time format, use the Insight Themes and Formats application (do not use the Region and Language settings for the operating system).

1. On your desktop, navigate to **Insight 5.4.0 > Administration > Themes and Formats**.
2. In the **Documents Tree**, click **Date formats**.
 1. Select the name and locale associated with the selected language.
 2. Select the first day of the week for the selected locale.
 3. In the **Named Formats** section, click the arrow to expand the list of date and time formats.
 4. Select a format; if necessary, right-click and select **Edit** to update any format.
 5. Optionally click the arrow in the **Breakdown** section to view sample formats in more detail. You can right-click and select **Edit** to update any format.
3. On the toolbar, click **Save**.

Viewer screen layout and navigation

Viewer



<p>1</p>	<p>Toolbar Menu Use the menu to access views and administrator features, including Operations, Batches & Docs, Labor, Quality, Reports, and Admin. Use additional user-level items to bookmark frequently used views, view version information, or log out.</p>
<p>2</p>	<p>Filters and Language Use the Date Range and Batch Class filters to manage the data that displays on the dashboard, or click Reset Filters to return the data selection to the default settings. Use Language to display the dashboard in another language.</p>
<p>3</p>	<p>Context Menus and Chart Options Right-click a chart or grid to access more options such as Reset, Pivot, Zoom in, View, and Metric grid format. The options vary, based on the chart type or area where you right-click. Double-click a chart to change the breakdown. For example, change the data view of a pie chart from Batch Class to Days of the Week or Module Name. Options vary, based on the chart type.</p>

4	Chart and Grid Footers Additional features are available in the footer on some charts and grids. Features may include Export to Excel, text wrap settings, filters and reset. Footers may also include chart- or grid-specific summary data such as total number of rows.
----------	---

Use the Viewer

While working with the Viewer, you can do the following:

- Click any batch to drill down to batch activity details.
- Double-click a table line to zoom on a table detail.
- Manipulate and interact with any component on the dashboard.
- Hover over a chart element such as a bar in a bar chart, or a segment in a pie chart to view details such as session time, quantity, modified date, and percentages.

Adjust the Refresh Interval

Some components in the Viewer are visually refreshed automatically at regular intervals. When the refresh occurs, any expandable components are automatically collapsed.

You can use Insight Studio to turn off auto refresh, or to reduce the auto refresh frequency by increasing the interval for a given component. By default, a 60-second minimum Refresh Interval is applied to charts. For record grids, the Refresh Interval is disabled by default.

1. Start Insight Studio.
2. On the **Documents Tree**, click and expand **Views**.
3. On the **Views** list, select a view that contains an expandable component.
The grid for the selected view appears.
4. Select the expandable component.
5. On the **Property** pane, in the **Other** section, click the ellipsis next to the **Refresh Interval** property.
The **Edit Date Time Interval** window appears.
6. Do one of the following:
 - To turn off auto refresh for the selected component, verify that the **Interval** value is set to 00:00:00, and click **OK**.
 - To reduce the auto refresh interval for the selected component, set the **Interval** to a value higher than 60 seconds, and click **OK**. The format is hh:mm:ss.
7. Click **Save**.

Export to Excel

On any grid with Export to Excel functionality, you can select preferences that affect the content and format when the grid is exported to Microsoft Excel.

1. On a grid with **Export to Excel** enabled, select **Export to Excel**.
The **Export to Excel** window appears.
2. Select an **Export content** option:
 - **Current page and top drill down**
 - **All pages of a grid, top drill down level. Could take some time.**

- **All pages of a grid, all drill down levels. Could take much longer.**
3. Select an **Export format** option:
 - **Unformatted XML file, readable by Excel**
 - **Formatted Excel file**
 - **Unformatted CSV file**
 - **Unformatted TSV file**
 4. Optionally select **Enabled** to use a flat export, which retains granular details for drill down or expandable data.
 5. Click **OK** and when prompted, save or open the .xml file.

Kofax Analytics for Capture dashboard views

This section gives information about working with the following views on the Kofax Analytics for Capture dashboard.

- [Operations](#)
- [Batches & Docs](#)
- [Labor](#)
- [Quality](#)
- [Reports](#)

Operations views show data in real time, while other views show near real-time or historical data stored in your database. The primary data source and date refresh frequency are listed for each view.

Global filters

Unless stated otherwise in other sections, the data displayed in the Viewer is affected by the following filters:

- Site filter, if applicable. See [Set site filter queries](#).
- [Date range](#) and [batch class](#) display filters at the top of the Viewer.

Date Range filter

Use the "Select time interval" or calendar button at the top of the Viewer to open a calendar to specify a date range for filtering data. You can click "No filter" on the calendar to remove date range filtering. When "No filter" is active, data for the past three months from the current date is displayed by default.

Batch Class filter

Use the Batch Class list at the top of the Viewer to filter data based on batch class. Select individual batch classes from the list, or use the All/Clear button to select or clear the entire list.

Automatic, unattended modules

Views such as No Touch Processing, Classification Benchmark, Extraction Benchmark, and others provide information about the number of manual changes made by an operator. Keep in mind that operator statistics are not gathered for the following unattended modules, where batches are processed automatically without operator intervention:

- OCR Full Text
- PDF Generator
- Recognition Server
- KTM Server
- KTM Server 2
- CMSplit custom module
- Any custom module that implements the Form Identification or Automatic Index function

Sessions

Several Kofax Analytics for Capture views include calculated statistics based on session data. A "session" is created each time a batch is closed in a Kofax Capture module or Kofax Transformation Modules application, or after batch properties are updated in Batch Manager. Sessions are not created when batches are deleted or exported, or when they time out.

Total rows display

The behavior of the Total Rows display may vary from one view to another. For example, if you are viewing a Batch Overview that consists of rows that span many pages, the Total Rows value may display before all pages are loaded into the dashboard. For other views, the Total Rows value may not display until every page is loaded.

You can change the behavior of the Total Rows display by using Studio to select the Total Rows item for a particular view. Then, in the Property Panel, select or clear "Disable total amount calculation" according to your preference. When selected, the Total Rows value does not display until all pages are loaded into the dashboard. Note that any change that you make may be overwritten during a subsequent product upgrade.

Note When "total amount calculation" is enabled, it may adversely affect performance as you load a view.

Operations

Use the Operations views to analyze current and historic batch processing trends. The Operations views include the following:

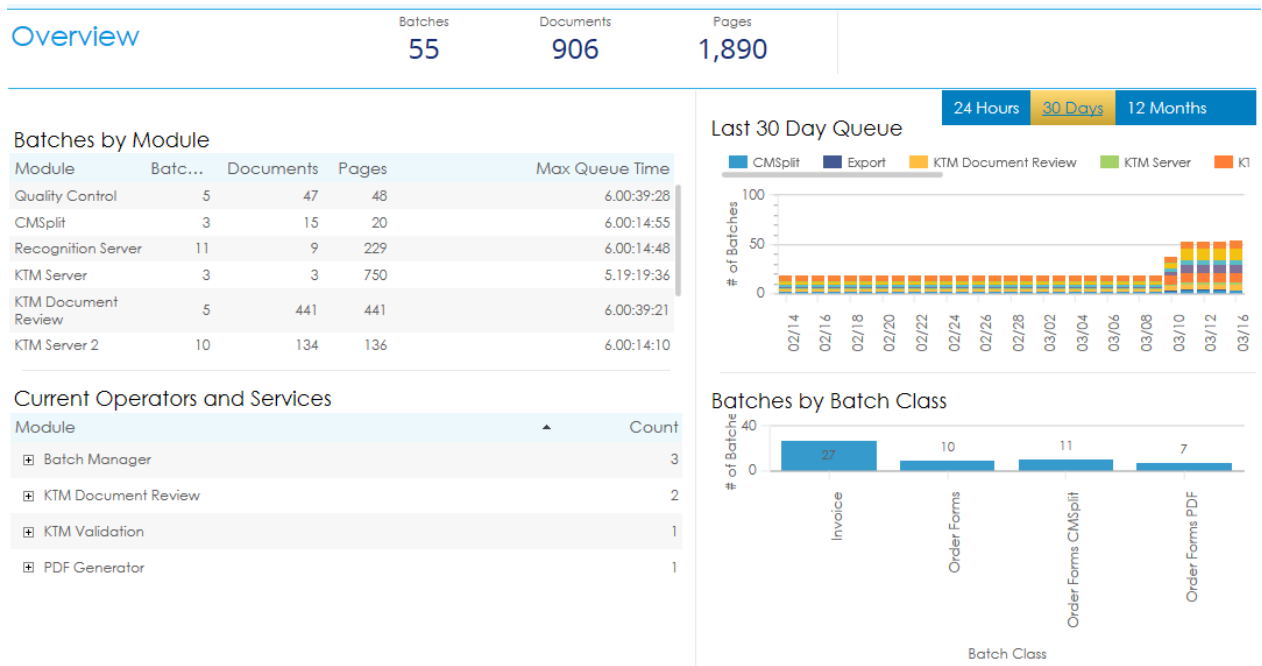
- [Overview](#)
- [Breakdowns](#)
- [Trending and Stats - Batches](#)
- [Trending and Stats - Documents](#)
- [Process Latency](#)

Overview

The Overview data is based on live batches that are currently being processed through the Kofax Capture workflow. Use the Overview to analyze near real-time data by Module or by Operators. You can also view, per processing queue, the number of batches in the system for the selected time period (24 Hours, 30 Days, or 12 Months). By clicking an item in the Batches by Module list, you can drill down to view the list of batches for a particular module, and the batch history for any batch on the list. The Overview does not include data for exported, timed out, or deleted batches.

At the top of the view, a count is given for the current number of batches, documents, and pages across all queues. The count reflects the batch classes to which the current user has rights.

In a Kofax Capture Network Server environment, the Current Operators and Services data reflects the module state at the time of the most recent synchronization.



View / Chart / Filter	Description	Updates
Current number of batches, documents, and pages in the system.	Because the Overview relates to batches currently in the system, the numbers for batches, documents, and pages are not affected if you adjust the date filters. You can filter the Overview by adjusting the Batch Class filter.	Data refresh in real time and visual refresh every 60 seconds.

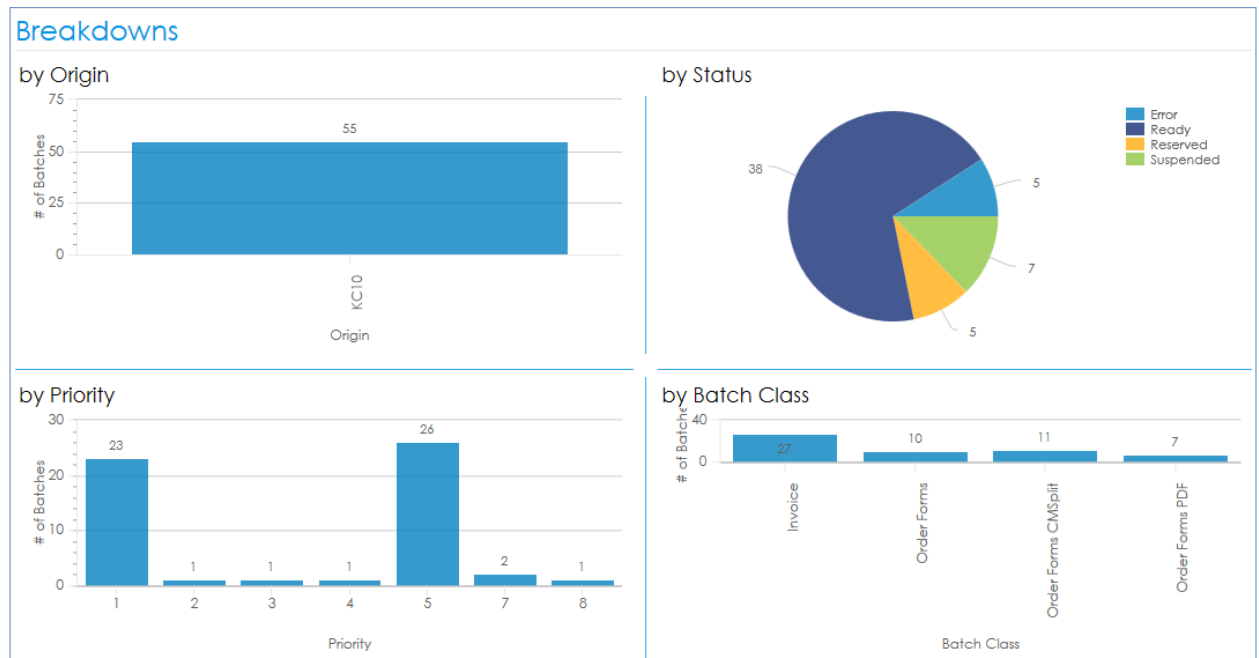
View / Chart / Filter	Description	Updates
Batches by Module	<p>Displays the number of batches currently in the system and the maximum queue time (total time spent by a batch in the queue, including wait time and actual processing time).</p> <p>Displays the Current Queue and Waiting Time in Queue metrics by module name, which is contained in the NextQueue dimension of the most recent session for the batch. Current Queue is a batch count. Waiting Time in Queue displays a maximum time that passed for any batch currently in that module since the last session for that batch was processed.</p>	Data refresh in real time.
Batches by Module Drill Down: Details for Module: Batch Detail	<p>When you click a module on the Batches by Module grid, a list of batches currently in the system for that module is opened in a separate window. The list is grouped into two sections: Batch Detail and Current Batch History.</p> <p>When you select a batch on the Batch Detail grid, the batch history with all of its sessions appears in the Current Batch History grid.</p>	Data refresh in real time.
Batches by Module Drill Down - Details for Module: Current Batch History	<p>When you click a module on the Batches by Module grid in the previous drilldown, the batch history with all of its sessions appears in the Current Batch History grid. The Current Batch History is updated each time you select a batch in the Batch Detail drilldown.</p>	Data refresh in real time and visual refresh disabled.
Current Operators and Services	<p>Displays a list of logged-in operators and the Kofax modules they are using.</p> <p>Displays records from the STATSMODULELAUNCH table, where ENDTIME is null and ORPHANED is 0. Offers ability to drill down into Site, Station and Operator.</p> <p>To display the data successfully, you must enable the User Tracking feature in Kofax Capture.</p>	Data refresh in real time. In a Kofax Capture Network Server environment, data refresh may vary, depending on remote site synchronization frequency.

View / Chart / Filter	Description	Updates
Historic Queue (Last 24 Hours, 30 Days, or 12 Months)	<p>24 Hours: By default, displays the history of the current batch queue size, hour by hour, over the past 24 hours. Includes the queue processing length in seconds, gives data over time about the number of batches processed by each module, and presents queue trends.</p> <p>30 Days: Displays the history of the current batch queue size, day by day, over the past 30 days.</p> <p>12 Months: Displays the history of the current batch queue size, month by month, over the past 12 months.</p>	Hourly
Batches by Batch Class	Displays the number of batches currently in the system sorted by batch class.	Data refresh in real time and visual refresh every 60 seconds.

Breakdowns

Use the Breakdowns view to perform in-depth analysis of the data in the [Overview](#) based on a range of criteria. The data applies to batches that are currently in the system and excludes exported data.

Each chart on the Breakdowns view displays the Current Queue metric as a batch count split by corresponding dimensions: Origin, Priority, Status, and Batch Class.

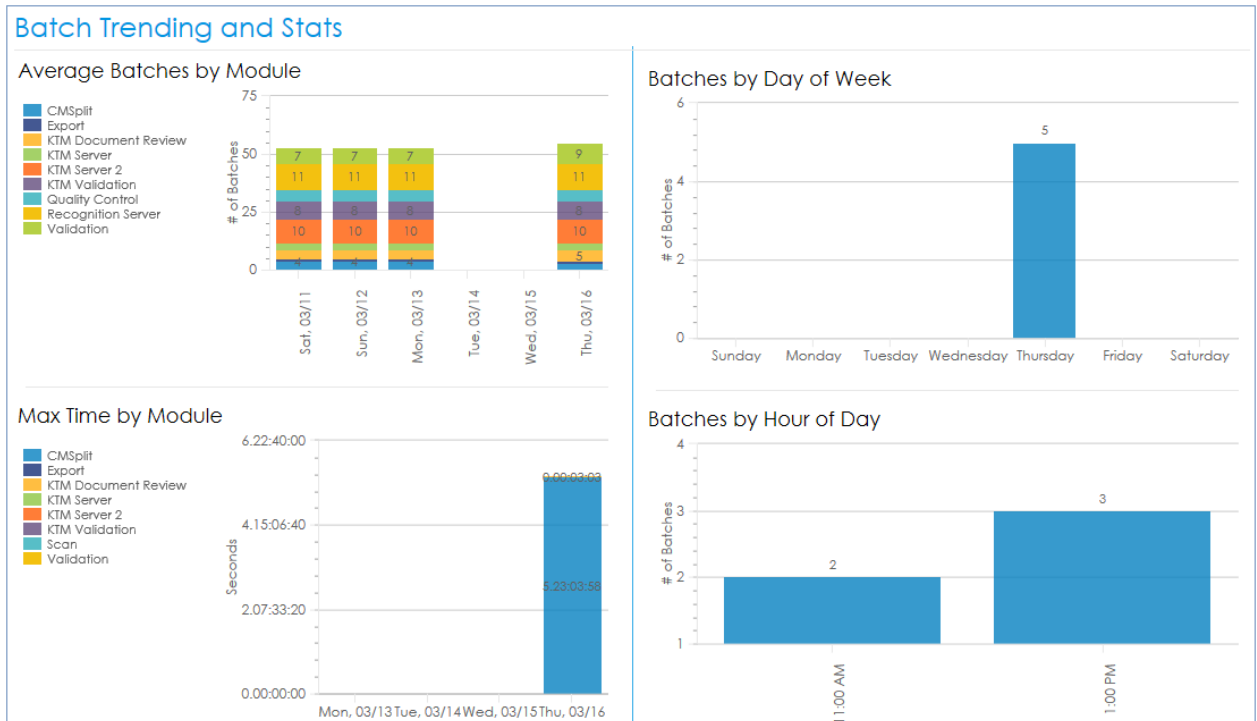


View / Chart / Filter	Description	Updates
By Origin	Displays the number of current batches grouped by the site where each batch was created.	Data refresh in real time and visual refresh every 60 seconds
By Priority	Displays the number of current batches grouped by priority.	Data refresh in real time and visual refresh every 60 seconds
By Status	Displays the number of current batches grouped by state.	Data refresh in real time and visual refresh every 60 seconds
By Batch Class	Displays the number of current batches grouped by batch class.	Data refresh in real time and visual refresh every 60 seconds

Trending and Stats - Batches

Use the Batch Trending and Stats view to review batch trends by day of the week, or hourly for a specific day of the week. You can see hourly queue size trends, the maximum batch processing time and the number of batches by day of the week, or by hour of the day. From the Max Time by Module chart, you can drill down to a [Batch Overview](#) screen with batch or historical detail for the batch that took the longest time to process.

To display Trending and Stats for batches, select **Operations > Trending and Stats > Batches**.



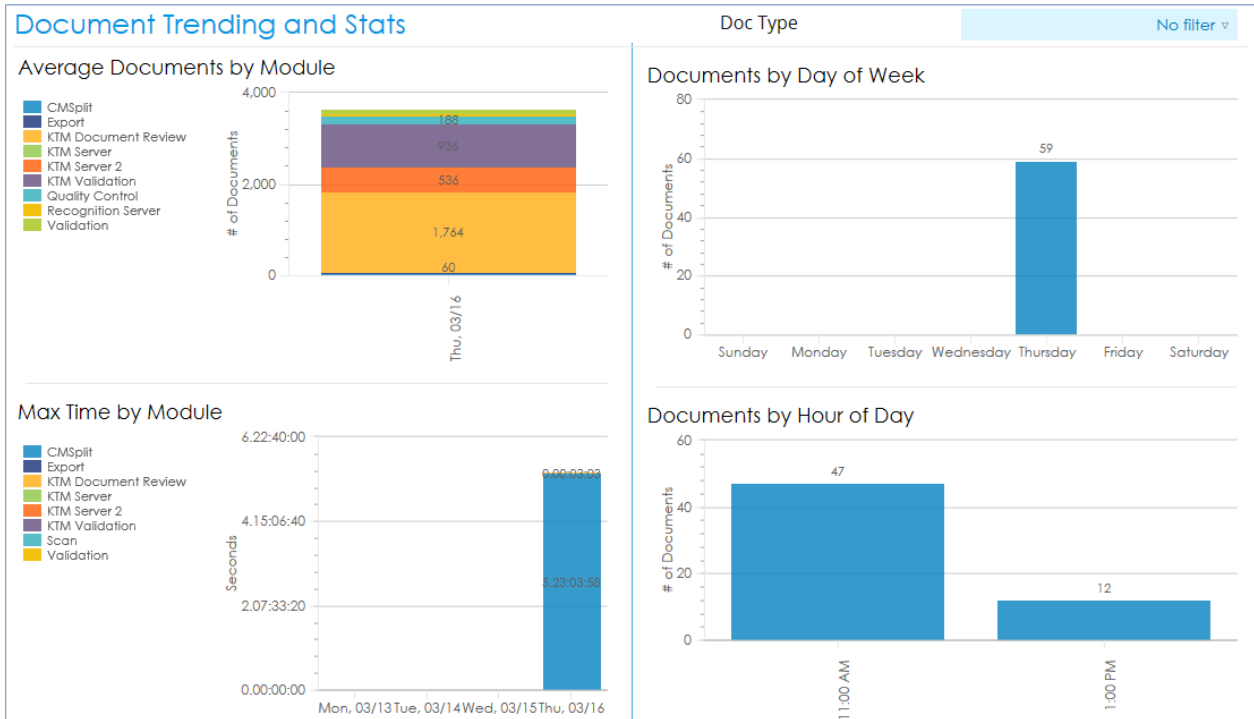
View / Chart / Filter	Description	Updates
Average Batches by Module	Displays the average hourly queue size as a count of batches per module. The global date range determines whether the chart is broken down by year, month, day or hour.	Hourly
Max Time by Module	<p>Displays the maximum waiting time by module, in seconds.</p> <p>You can click an item on the chart to view the Batch Overview for the batch with the maximum waiting time.</p> <p>The Max Time by Module chart provides maximum waiting times only for batches that have completed processing; batches still waiting to be processed in a queue are not included in the chart.</p> <p>Note This chart does not reflect wait times associated with batch actions taken from Batch Manager, such as opening and closing properties or changing the batch status, queue, or priority.</p> <p>The maximum waiting time is based on the Waiting Time in Queue Historic metric, which uses the same WaitingSeconds session property as the Latency record/metric, and displays its maximum historic value by module.</p>	Data refresh in real time and visual refresh every 60 seconds
Batches by Day of Week	Displays a count of processed batches grouped by the day of the week they were created during the selected date range. For example, a count for Monday is not only the most recent Monday, but all Mondays during the selected date range.	On demand
Batches by Hour of Day	Displays a count of processed batches grouped by the hour of the day they were created during the selected date range. For example, a count for 2 PM applies not only to the most recent day, but also to 2 PM on any day during the selected date range.	On demand

Trending and Stats - Documents

Use the Document Trending and Stats view to document trends by day of the week, or hourly for a specific day of the week. You can see hourly queue size trends, the maximum document processing time and the number of documents created by day of the week, or by hour of the day. From the Max Time

by Module chart, you can drill down to a [Batch Overview](#) screen with batch or historical detail for the documents that took the longest time to process. You can filter the view by document type.

To display Trending and Stats for documents, select **Operations > Trending and Stats > Documents**.



View / Chart / Filter	Description	Updates
Doc Type	In alphabetical order, lists the document types by which you can filter the view. Select each document type to include in the view, or click "All" to include all document types. Click "Clear" to remove all document type selections.	
Average Documents by Module	Displays the average hourly queue size as a count of documents per module. The global date range determines whether the chart is broken down by year, month, day, or hour.	Hourly

View / Chart / Filter	Description	Updates
Max Time by Module	<p>Displays the maximum waiting time by module, in seconds.</p> <p>You can click an item on the chart to view the Batch Overview for the batch that contains the document associated with the maximum waiting time.</p> <p>The Max Time by Module chart provides maximum waiting times only for documents that have completed processing; documents still waiting to be processed in a queue are not included in the chart.</p> <p>Note This chart does not reflect wait times associated with batch actions taken from Batch Manager, such as opening and closing properties or changing the batch status, queue, or priority.</p> <p>The maximum waiting time is based on the Waiting Time in Queue Historic metric, which uses the same WaitingSeconds session property as the Latency record/metric, and displays its maximum historic value by module.</p>	Data refresh in real time and visual refresh every 60 seconds
Documents by Day of Week	Displays a count of processed documents grouped by the day of the week they were created during the selected date range. For example, a count for Monday is not only the most recent Monday, but all Mondays during the selected date range.	On demand
Documents by Hour of Day	Displays a count of processed documents grouped by the hour of the day they were created during the selected date range. For example, a count for 3 PM applies not only to the most recent day, but also to 3 PM on any day during the selected date range.	On demand

Batch Overview

When selecting an individual batch on the Trending and Stats and several other views, you can display a Batch Overview summary that offers an expanded set of details for the batch, including batch events. The following table lists the batch events that may appear on the Batch Overview.

Batch Events

Event Name	Event Name	Event Name
Batch Field Changed	Batch priority is changed	Document is rejected
Batch has timed out *	Document Fields Changed	Document is unrejected
Batch is created	Document form type is changed	Document split
Batch is deleted	Document is classified	Page is deleted
Batch is rejected	Document is deleted	Page is moved
Batch is released	Document is exported	Page is rejected
Batch is split	Document is merged	Page is unrejected
Batch is unrejected	Document is reclassified	

*Timeout event: A Timeout event occurs if a batch remains in the queue for more than 30 days.

If you perform a Batch Search and select a timed-out batch on the Search Results list, the Status and Last Operator are listed as [TIMEOUT]. On the Batch Events list, in the Event column, a Timeout event (rather than a deletion) is reported.

You can configure the threshold for Timeout events by updating the value (in seconds) for UnfinishedBatchTimeLimit in Web.config, which is typically located here:

c:\Program Files\KFX Web Agent\Web.config

Batch Overview
□ ×

Total Batch Time: 84.10:02:01

Total Session Time: 0.00:22:38

Last State of Batch

Class Name: <input type="text" value="Order Forms CMSplit"/>	Creation: <input type="text" value="01/27/2017 07:36 AM"/>
Batch Name: <input type="text" value="1/27/2017 7:36:11 AM (11:0)"/>	Documents: <input type="text" value="4"/>
Error: <input type="text"/>	Last Machine: <input type="text" value="KC10"/>
Last Module: <input type="text" value="Validation"/>	Last Operator: <input type="text" value="Ross Wong"/>
Pages: <input type="text" value="4"/>	Priority: <input type="text" value="5"/>
Session Start: <input type="text" value="03/10/2017 04:06 PM"/>	Session End: <input type="text" value="03/10/2017 04:29 PM"/>
Site: <input type="text" value="KC10"/>	Status: <input type="text" value="Suspended"/>

Documents

Id	Type	Field Changes
1	Tri-Spectrum Order Forms	2
2	Tri-Spectrum Order Forms	
3	Tri-Spectrum Order Forms	
4	Tri-Spectrum Order Forms	

[Export to Excel](#) [Wrap](#) [Filter](#) [Active](#) [Reset](#) Total Rows: 4

Batch Events

Date	Event	Name	Old Value	New Value	Site	Operator	Module	Station
03/10/2017 11:03 AM	Batch is created	1/27/2017 7:36:11 AM (11:03:46.060)	1/27/2017 7:36:11 AM		KC10	Jan Smith	CMSplit	KC10: Sess 3
03/10/2017 04:29 PM	Document Fields Changed	1		2	KC10	Ross Wong	Validation	KC10: Sess 3

[Export to Excel](#) [Wrap](#) [Filter](#) [Active](#) [Reset](#) Total Rows: 2

View / Chart / Filter	Description	Updates
Total Batch Time	For batches still in the Kofax Capture workflow, the total time elapsed from batch creation until now. For exported or deleted batches, the time of the export or deletion.	Data refresh in real time and visual refresh every 60 seconds
Total Session Time	Sum of the time from start to finish for each session in all the batch sessions.	Data refresh in real time and visual refresh every 60 seconds
History	In a separate window, opens a list of queues where the selected batch has been processed. The History also includes error message text, if applicable.	
Documents / Field Changes	List of all documents in the batch. The Field Changes value is a sum of the number of fields manually changed by an operator. You can click any item in the list to view a Document Overview with additional details. List is grouped by ID and Type, which correspond to Label and Document Type, respectively.	Data refresh in real time and visual refresh every 60 seconds
Last State of Batch	List of details associated with the most recent batch state.	Data refresh in real time and visual refresh every 60 seconds
Batch Events	List of events related to the batch, including documents, pages, and fields.	Data refresh in real time and visual refresh every 60 seconds
Batch Events - Name	Name of the batch, document label, or page ID, respectively.	Data refresh in real time and visual refresh every 60 seconds
Batch Events - Old Value	Lists the name of the parent batch (if current batch was created as a result of a batch split), previous document type if the document was reclassified, previous field value if the field was changed; also lists the previous document label or lists "loose" if the page was never assigned to a document and an index of the page in the document or in the batch is not currently assigned to the document.	Data refresh in real time and visual refresh every 60 seconds
Batch Events - New Value	Lists the name of the child batch (if a batch split event exists for the parent batch), new document type if the document was classified or reclassified, current field value if a field was changed; also lists the previous document label or lists "loose" if the page was never assigned to a document and an index of the page in the document or in the batch is not currently assigned to the document.	Data refresh in real time and visual refresh every 60 seconds

History

From the Batch Overview, click the History button to view the batch history details in a separate window. The History includes a list of queues where the selected batch has been processed, along with error message text, if applicable. The error text only displays when you select a session row in the top section of the History record grid.

Start Date & Time	End Date & Time	Queue	Status	Errors	Station ID
03/10/2017 04:05 PM	03/10/2017 04:06 PM	KTM Validation	Suspended		KC10:Sess 3
03/10/2017 01:27 PM	03/10/2017 01:27 PM	KTM Validation	Suspended		KC10:Sess 2
03/10/2017 01:26 PM	03/10/2017 01:27 PM	KTM Validation	Suspended		KC10:Sess 2
03/10/2017 12:03 PM	03/10/2017 12:03 PM	KTM Server 2	Completed		KC10:Sess 3
03/10/2017 12:00 PM	03/10/2017 12:01 PM	KTM Document Review	Completed		KC10:Sess 4
03/10/2017 11:58 AM	03/10/2017 11:59 AM	KTM Server	Completed		KC10:Sess 3
03/10/2017 11:53 AM	03/10/2017 11:53 AM	Batch Manager	Ready		KC10:Sess 2
03/10/2017 11:19 AM	03/10/2017 11:19 AM	Batch Manager	Ready		KC10:Sess 2
03/10/2017 11:10 AM	03/10/2017 11:12 AM	Scan	Completed		KC10:Sess 2

Export to Excel Wrap Filter Active Reset Total Rows: 9

Error Text

Process Latency

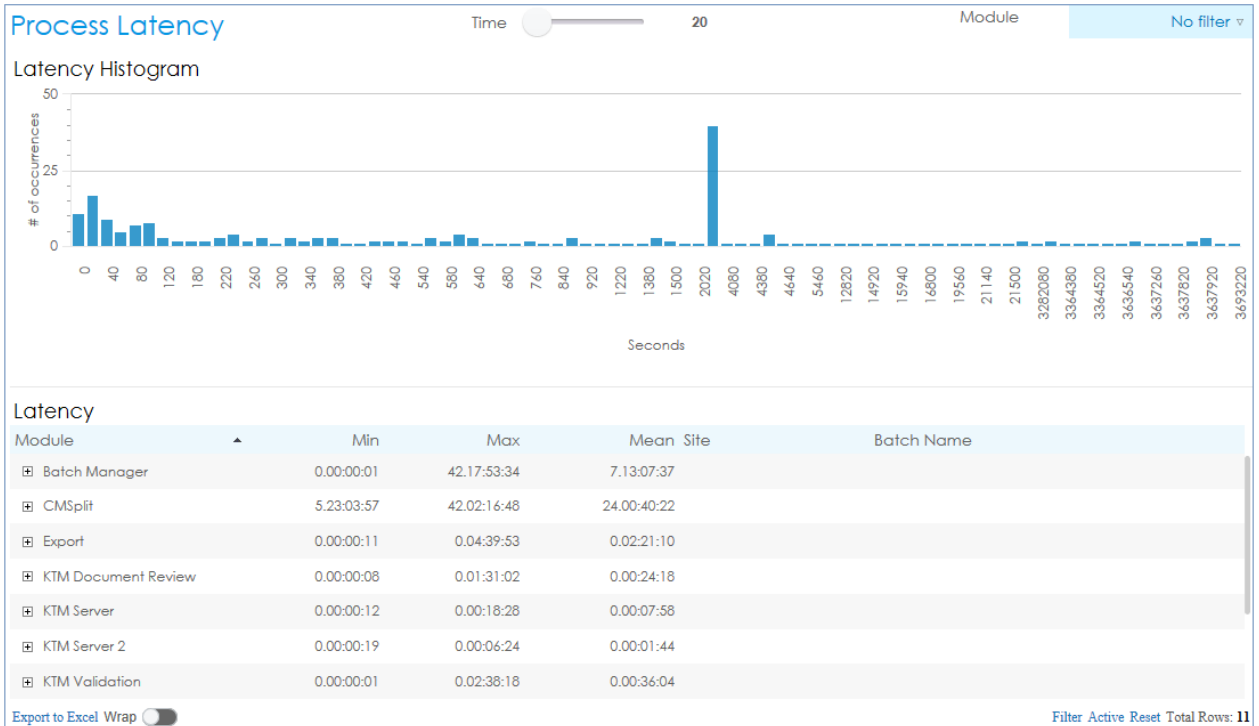
Use the Process Latency view to examine overall system efficiency to identify inactivity or delays as batches are processed through the Kofax Capture workflow. The Latency grid displays the minimum, maximum, and mean (average) queue time for each module. A higher average queue time may indicate increased wait times for batch processing.

Note By default, the Process Latency view includes information from all processing modules, including Batch Manager. You can filter the modules represented on the view by selecting from the Module list.

For example, you can use the Process Latency view to detect a batch that becomes idle (stalled while awaiting processing) at a certain queue. The view lists the number of pages and documents in a batch during each step in the workflow.

You can use Process Latency information to determine if improvements are necessary to address process slowdowns that prevent batch completion within quoted service levels.

The view has two components: a Latency Histogram bar chart that displays a metric with the same name and a Latency grid that shows a record with the same name. The view has an additional Module filter that affects both of the preceding components.



View / Chart / Filter	Description	Updates
Latency Histogram	<p>Same as the Latency description, with the addition of a Bucket dimension, which is an integer calculated by the following formula: $\text{WaitingSeconds} / \text{LatencyParameter}$. The Bucket dimension is used to classify all the WaitingSeconds values in the data set into several groups (which are displayed as the bars in the corresponding bar chart component). LatencyParameter is a variable with a value from 1 to 200 (default is 20). This variable value in each bar is displayed and controlled by the Time slider control above the histogram.</p> <p>The number under each bar is a wait time expressed in seconds. The wait time is a multiple of the value in the Time slider.</p> <p>Each bar represents the number of times that a batch had the specified wait time.</p>	Data refresh in real time and visual refresh every 60 seconds

View / Chart / Filter	Description	Updates
Latency	Displays record latency for any session with a non-null WaitingSeconds property. WaitingSeconds is the number of seconds passed since the moment the previous session completed to the moment when this session started. The WaitingSeconds property is only populated if this session has an Operator property populated.	Data refresh in real time and visual refresh every 60 seconds
Latency Details	Expand a module name on the Latency record grid to display queue times for specific batches. You can display details for the selected record by site or batch names. You can also click an individual batch to display the Batch Overview and batch history.	Data refresh in real time and visual refresh every 60 seconds
Time	Updates the number of seconds per interval. The number under each bar is a wait time expressed in seconds. The wait time is a multiple of the value in the Time slider.	Data refresh in real time and visual refresh every 60 seconds
Module	Filters information by module. Select each module to include in the view, or click "All" to include all modules. Click "Clear" to remove all module selections.	Data refresh in real time and visual refresh every 60 seconds

Batches & Docs

Use Batches & Docs views to search for information related to processed batches based on batch properties, or to analyze the batch or document processing workflow.

- [Batch Search](#)
- [Search by Field](#)
- [Deleted Batches and Pages](#)
- [Error Batches](#)
- [Rejections](#)
- [Swimlane - Batches](#)
- [Swimlane - Documents](#)
- [Workflow - Batches](#)
- [Workflow - Documents](#)

Batch Search

Use the Batch Search to look for information about processed batches, including details for documents and pages. You can provide batch properties in the search criteria and click on the results to view details. If you select a batch on the Search Results list, a Batch Overview appears in a separate window.

Batch Search
Search by Batch Properties:

Batch Class

Batch Name

Last Module

Last Site

Created at

Error Message

Last Operator

Status

Search Results

Batch Class	Created	Batch Name	Documents	Pages	Error Message	Priority	Site
Invoice	01/26/2017 05:24 PM	1/26/2017 5:24:12 PM	67	72		3	KC10
Invoice	01/27/2017 08:52 AM	1/27/2017 8:52:17 AM	21	21		8	KC10
Invoice	01/27/2017 08:19 AM	1/27/2017 8:19:37 AM	44	44		4	KC10
Invoice	03/10/2017 11:11 AM	3/10/2017 11:11:16 AM	6	6		1	KC10
Invoice	03/10/2017 11:11 AM	3/10/2017 11:11:30 AM	32	36		1	KC10
Invoice	03/10/2017 11:11 AM	3/10/2017 11:11:50 AM	36	36		1	KC10
Invoice	03/10/2017 11:12 AM	3/10/2017 11:12:01 AM	30	30		1	KC10
Order Forms CMSplit	01/30/2017 12:43 PM	1/30/2017 12:43:34 PM	7	7		5	KC10
Order Forms	01/30/2017 12:44 PM	1/30/2017 12:44:25 PM	0	6		5	KC10
			995	1,979			

Total Rows: 65

View / Chart / Filter	Description	Updates
Search by Batch Properties	Search batches based on properties; includes historical data for all processed batches.	Data refresh in real time and visual refresh every 60 seconds
Search Results	Lists search results; includes historical data for all processed batches. Click any item on the list of results to view a Batch Overview in a separate window.	Data refresh in real time and visual refresh every 60 seconds

Search by Field

Use Search by Field to find information about processed batches or documents. You can search by batch or document field names and values and see the Search Results by clicking Set. If you select an item on the Search Results list, the associated Batch Overview displays in a separate window.

When searching by field values, you can filter the Search Results based on folder, batch, or document fields. By default, the Search Results include all field types.

Note If the Search Results contain an extensive list of records, the Total Rows count does not appear until the entire list is retrieved.

Search by Field
 Search by Batch or Document Field Values

Field Name Value

[No filter](#) [Set](#) [Clear](#)

Search Results Field Type: [All](#) [Folder](#) [Batch](#) [Document](#)

Batch Class	Document	Field Name	Value	Date	Site	Table
Invoice	1	Currency		03/10/2017 05:00 PM	KC10	
Invoice	1	InvoiceDate	08.04.2003	03/10/2017 05:00 PM	KC10	
Invoice	1	InvoiceNumber		03/10/2017 05:00 PM	KC10	
Invoice	1	PurchaseOrderDate		03/10/2017 05:00 PM	KC10	
Invoice	1	PurchaseOrderNumber	476389	03/10/2017 05:00 PM	KC10	
Invoice	1	VendorBankAccountNumber_Printed	4763890123	03/10/2017 05:00 PM	KC10	
Invoice	1	VendorBankCode_Printed		03/10/2017 05:00 PM	KC10	
Invoice	1	VendorCompanyCode	0001	03/10/2017 05:00 PM	KC10	
Invoice	1	VendorID	122222	03/10/2017 05:00 PM	KC10	
Invoice	1	AccountingInfo		03/10/2017 05:00 PM	KC10	
Invoice	1	Agent1		03/10/2017 05:00 PM	KC10	
Invoice	1	Agent2		03/10/2017 05:00 PM	KC10	
Invoice	1	Assignment		03/10/2017 05:00 PM	KC10	
Invoice	1	BankIndicator		03/10/2017 05:00 PM	KC10	
Invoice	1	Barcode		03/10/2017 05:00 PM	KC10	

[Export to Excel](#) [Wrap](#) [Filter Active](#) [Reset](#) Total Rows: --

View / Chart / Filter	Description	Updates
Search by Batch or Document Field Values	<p>Search batches or documents based on field values; includes historical data for all processed items.</p> <p>You can specify a field name, a field value, or a field name and value pair. For example, you could set the Field Name = "Vendor" and Value=R2337 to restrict the results to display fields for which the vendor ID is R2337.</p>	Hourly

View / Chart / Filter	Description	Updates
Field Name list	<p>Select: Click to view the list of available field names, which are listed in alphabetical order. Select the check box for each field to include in the search. You can select multiple fields.</p> <p>All / Clear: Click All to select all fields in the drop-down list. If you select all fields, it could affect the response time. Click Clear to clear all selections in the list.</p> <p>Search: Click the Search icon to open a text box where you can type one or more characters to locate a field without scrolling. For example, if you enter "total," the list would jump to the Total field, if applicable.</p> <p>Also, you can type characters that appear anywhere in the field name. For example, if you type bank, the list would display any field names that contain "bank," such as BankIndicator or VendorBankCode.</p> <p>OK: Click to confirm the current field selections.</p>	Hourly
Value	<p>Specify a value to search for, or a value associated with a specified field name.</p> <p>Includes: Click to view a list of operators and expressions to define a value. For example, to produce results that include XYZ as the value, select = (equals) as the operator, type XYZ in the Value field, and click Set.</p>	
No filter / Set / Clear	<p>No filter: Click to clear the current entry in the Value field and to clear the Search Results.</p> <p>Set: Click to perform the search. Results do not appear until you click Set.</p> <p>Clear: Click to clear the current entry in the Value field.</p>	
Search Results	Lists search results; includes data for all exported batches and documents. Search results do not appear until you select search criteria and click Set.	Hourly
Field Type	Use this filter to restrict the Search Results based on folder, batch, or document fields. Or, click All to include all field types in the Search Results list.	

Deleted Batches and Pages

Use this view to see all batches and pages that have been deleted from the system. You can also view detail about deleted pages related to a selected batch.

Deleted Batches and Pages							
Deleted Batches							
Date	Operator	Module	Batch Class	Batch Name	Machine		
03/16/2017 01:25 PM	Erin Adams	Batch Manager	Invoice	874364	KC10		
03/10/2017 11:43 AM	Dan Hayes	Batch Manager	Invoice	3/10/2017 11:42:39 AM	KC10		
03/10/2017 11:43 AM	Dan Hayes	Batch Manager	Invoice	3/10/2017 11:42:28 AM	KC10		

Export to Excel Wrap Filter Active Reset Total Rows: 3

Deleted Pages								
Date	Operator	Module	Batch Class	Batch Name	Doc Type	Form Type	Machine	Pages
03/10/2017 12:01 PM	Jill Garcia	KTM Document Review	Invoice	3/10/2017 11:10:41 AM			KC10	1
03/10/2017 12:01 PM	Jill Garcia	KTM Document Review	Invoice	3/10/2017 11:10:41 AM	Hansgrohe		KC10	1
03/10/2017 12:01 PM	Jill Garcia	KTM Document Review	Invoice	3/10/2017 11:10:41 AM	Lecico		KC10	1
03/10/2017 12:00 PM	Jill Garcia	KTM Document Review	Invoice	3/10/2017 11:10:20 AM			KC10	1

View / Chart / Filter	Description	Updates
Deleted Batches	Displays batches that were deleted.	Data refresh in real time and visual refresh every 60 seconds
Deleted Page	Displays pages that were deleted.	Data refresh in real time and visual refresh every 60 seconds

Error Batches

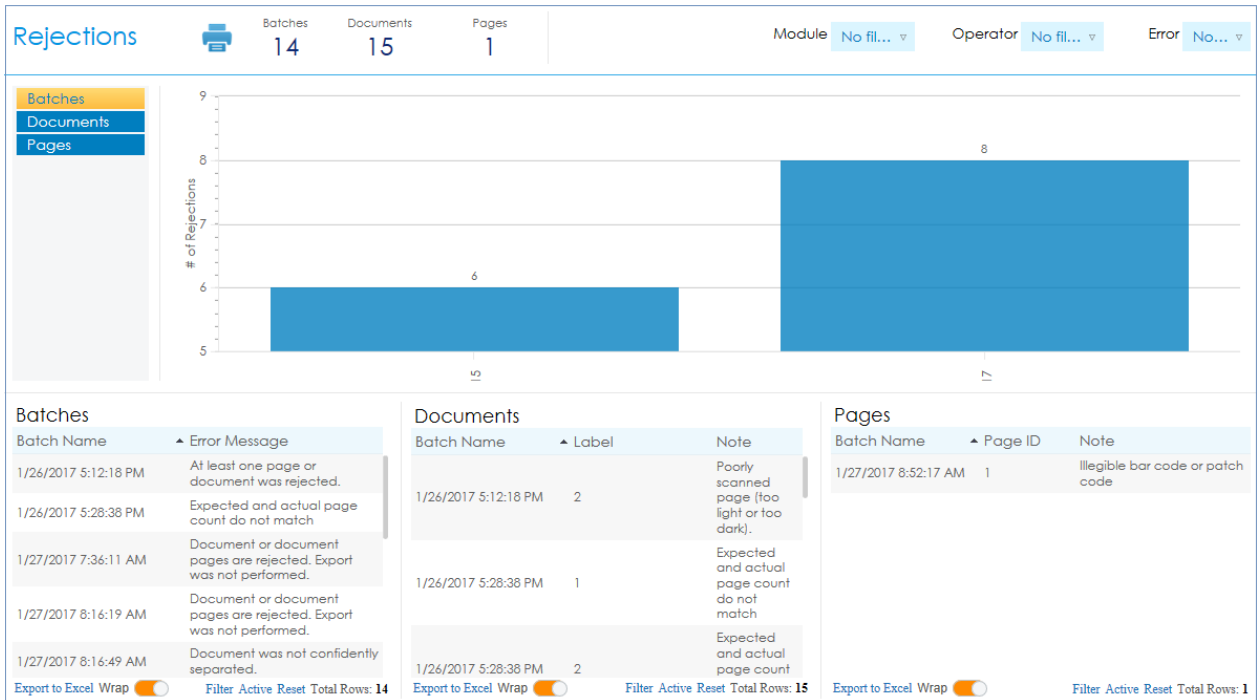
Use this view to display information about current batches in the system in an error state, along with trending information for batches that were routed to Quality Control over time.



View / Chart / Filter	Description	Updates
Current Errors	Displays error batches that are currently in the Quality Control module.	Data refresh in real time and visual refresh every 60 seconds
Top 5 Reasons for Rejections Historically	Displays the number of batch errors over time, grouped by reason.	Hourly
Batch Rejections Trend	Displays the number of batch errors over time. If you change the global date range, the data on the chart is refreshed accordingly.	Hourly

Rejections

Use the Rejections view to get details related to batches, documents, or pages that are rejected during processing. This view shows which items are rejected, along with other details such as the date and time, the operator, the queue, and the reason for rejection. The data is refreshed as batches become unrejected.



View / Chart / Filter	Description	Updates
Rejections	Displays a count of the number of rejections grouped by batches, documents, and pages.	Hourly
Rejections chart	Displays chart showing rejections breakdown per day.	Hourly
Module filter	Filters information on the view by module. Select each module to include in the view, or click "All" to include all modules. Click "Clear" to remove all module selections.	
Batches	Displays the rejected batches, including error message.	Data refresh in real time and visual refresh every 60 seconds.
Documents	Displays rejected documents, including the document number and error message.	Data refresh in real time and visual refresh every 60 seconds.
Pages	Displays rejected pages, including the page ID and error message.	Data refresh in real time and visual refresh every 60 seconds.

Batch Swimlane

Use the Batch Swimlane to display a visual representation of the batch processing workflow based on the order of queues. The Swimlane shows how many batches follow the same processing workflow. You can determine how many batches are processed through the standard workflow as expected, and how

many are routed through an alternate workflow due to exceptions or reprocessing. By default, the Batch Swimlane is available to users who are assigned to the "kafc admin" role.

Note The default Batch Swimlane view, which is provided for demonstration purposes, is based on a typical batch workflow. To customize the Batch Swimlane or other process chart views to reflect the batch workflow for your organization, a license that supports full access to Insight Studio is required. To use Insight Studio to update these views for your organization, see [Add a module to a process](#).

Also, the Batch Swimlane reflects batch processing that occurs after your product installation or upgrade. To include historical data collected prior to an upgrade in the Batch Swimlane view, use Data Loader to run the Calculate 2.0 Process Data execution plan, and then run the Fix 1.2.1.1 Data for Processes execution plan (in the order listed here). Set the date range for both plans to correspond to the historical data to include in the view. With large data sets, it may be time-consuming to run the plans. You may decide to run the plan incrementally, for one date range at a time.

To display the Batch Swimlane view, select **Batches & Docs > Swimlane > Batches**.



View / Chart / Filter	Description	Updates
Batch Swimlane	Displays a high-level summary of the batch processing workflow, including the number of batches currently waiting to be processed per queue.	Hourly

View / Chart / Filter	Description	Updates
Queue	Lists the name of each queue in the batch processing workflow. For each queue, the value corresponds to the number of batches waiting to be processed. Note that Released, Deleted, and Timed Out batches are described separately below.	Hourly
Released	Displays the number of batches that were exported after successful processing in the Export queue.	Hourly
Deleted	Displays the number of batches that were deleted after they entered the batch processing workflow.	Hourly
Timed Out	Displays the number of batches that timed out before processing was complete. By default, batches time out after 30 days if they are not processed. You can change the timeout interval by editing the value for <code>UnfinishedBatchTimeLimit</code> in the Event Listener Web Service configuration file , <code>Web.config</code> .	Hourly
Swimlane columns	Each swimlane column represents a set of batches that follow the same processing workflow. The value at the top of the column is the number of batches that travel through the workflow. Green arrows indicate processing through the predefined workflow, while orange arrows indicate batches that are routed through an alternate workflow due to exceptions or reprocessing.	Hourly
Filters	You can filter the Batch Swimlane based on the Original Site name or Priority, as defined in Kofax Capture. If you apply a filter, the batch counts are refreshed accordingly.	
Drilldown options	Click any numeric value on the view to drill down to batch details, the batch overview, or batch history.	Hourly

Document Swimlane

Use the Document Swimlane to display a visual representation of the document processing workflow based on the order of queues. The Swimlane shows how many documents follow the same processing workflow. You can determine how many documents are processed through the standard workflow as expected, and how many are routed through an alternate workflow due to exceptions or reprocessing. By default, the Document Swimlane is available to users who are assigned to the "kafc admin" role.

Note The default Document Swimlane view, which is provided for demonstration purposes, is based on a typical document workflow. To customize the Document Swimlane or other process chart views to reflect the batch workflow for your organization, a license that supports full access to Insight Studio is required. To use Insight Studio to update these views for your organization, see [Add a module to a process](#).

Also, the Document Swimlane reflects batch processing that occurs after your product installation or upgrade. To include historical data collected prior to an upgrade in the Document Swimlane view, use Data Loader to run the Calculate 2.0 Process Data execution plan, and then run the Fix 1.2.1.1 Data for Processes execution plan (in the order listed here). Set the date range for both plans to correspond to the historical data to include in the view. With large data sets, it may be time-consuming to run the plans. You may decide to run the plan incrementally, for one date range at a time.

To display the Document Swimlane view, select **Batches & Docs > Swimlane > Documents**.



View / Chart / Filter	Description	Updates
Document Swimlane	Displays a high-level summary of the document processing workflow, including the number of documents currently waiting to be processed per queue.	Hourly
Queue	Lists the name of each queue in the document processing workflow. For each queue, the value corresponds to the number of documents waiting to be processed. Note that Released, Deleted, and Timed Out batches are described separately below.	Hourly

View / Chart / Filter	Description	Updates
Released	Displays the number of documents that were exported after successful processing in the Export queue.	Hourly
Deleted	Displays the number of documents that were deleted after they entered the document processing workflow.	Hourly
Timed Out	Displays the number of documents that timed out before processing was complete. By default, documents time out after 30 days if they are not processed. You can change the timeout interval by editing the value for UnfinishedBatchTimeLimit in the Event Listener Web Service configuration file , Web.config.	Hourly
Swimlane columns	Each swimlane column represents a set of documents that follow the same processing workflow. The value at the top of the column is the number of documents that travel through the workflow. Green arrows indicate processing through the predefined workflow, while orange arrows indicate documents that are routed through an alternate workflow due to exceptions or reprocessing.	Hourly
Filters	You can filter the Document Swimlane based on the Original Site name or Priority, as defined in Kofax Capture. If you apply a filter, the document counts are refreshed accordingly.	
Drilldown options	Click any numeric value on the view to drill down to document details, the batch overview, or batch history.	Hourly

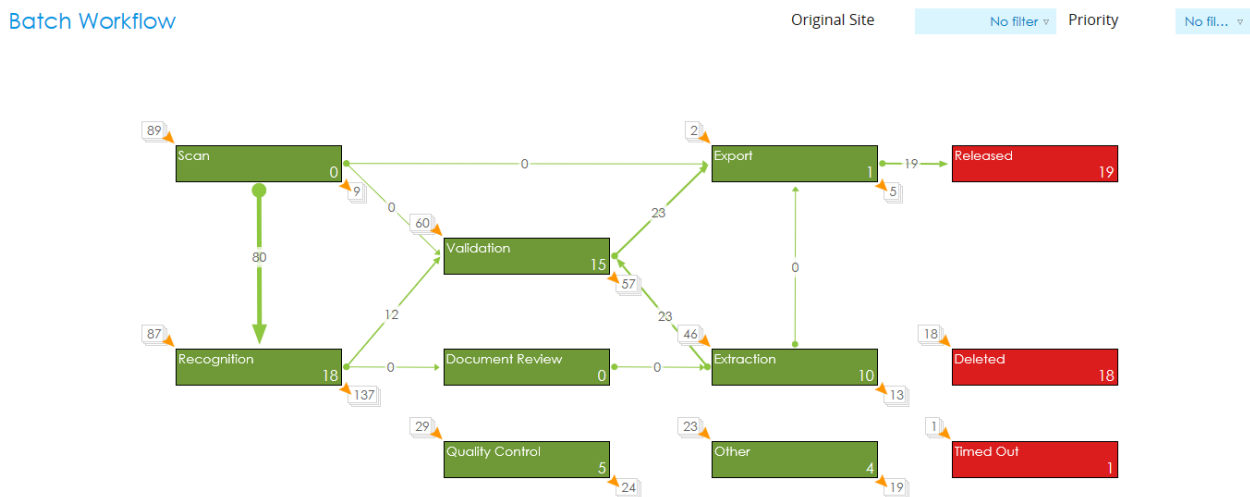
Batch Workflow

Use the Batch Workflow to display a visual representation of the batch processing workflow, including the number of batches that enter the Kofax system, and how many are waiting to be processed in each queue. By default, the Batch Workflow is available to users who are assigned to the "kafc admin" role.

Note The default Batch Workflow view, which is provided for demonstration purposes, is based on a typical batch workflow. To customize the Batch Workflow or other process views to reflect the batch workflow for your organization, a license that supports full access to Insight Studio is required. To use Insight Studio to update these views for your organization, see [Add a module to a process](#)

Also, the Batch Workflow reflects batch processing that occurs after your product installation or upgrade. To include historical data collected prior to an upgrade in the Batch Workflow view, use Data Loader to run the Calculate 2.0 Process Data execution plan, and then run the Fix 1.2.1.1 Data for Processes execution plan (in the order listed here). Set the date range for both plans to correspond to the historical data to include in the view. With large data sets, it may be time-consuming to run the plans. You may decide to run the plan incrementally, for one date range at a time.

To display the Batch Workflow, select **Batches & Docs > Workflow > Batches**.



By default, the Batch Workflow consists of a block diagram to represent the most common processing steps for Kofax Capture and Kofax Transformation Modules. Each block corresponds to a queue process, and the "Other" block indicates processing in a custom or other queue outside the predefined workflow. Some queue blocks refer to multiple processes:

- Recognition includes both Recognition Server and KTM Server
- Validation includes both Kofax Capture Validation and all of the Kofax Transformation Modules Validation modules.
- Extraction includes KTM Server 2.

With the proper Insight Studio licensing, you can update the Batch Workflow to add other queue processes (as blocks) to existing process definitions.

You can manage the Batch Workflow display based on batch class or date range filters.

Consider the Scan queue process block in the preceding sample screen:

- Lower right corner within Scan block: Currently no batches (0) waiting to be processed in the queue.
- Arrow from upper left outside Scan block: 89 batches entered Scan, the first queue in the standard processing workflow.

- Arrow from lower right outside the Scan block: 9 batches exited Scan queue due to a non-standard workflow (which may include an error).
- Directional line from Scan to Recognition: 80 batches were routed to Recognition after successful processing in the Scan queue.

Important A batch count appears *within* each queue block. Batch transition counts are listed *outside* the queue blocks and on directional arrows. Counts for batches often differ from the counts for transitions, which occur each time a batch is acted upon. For example, a batch suspension, change in batch properties in Batch Manager, or other action is counted as a transition. As a result, multiple transitions may occur for a single batch.

View / Chart / Filter	Description	Updates
Batch Workflow	Displays the batch processing workflow, including the number of batches currently in progress for each queue. Also gives the number of batches that enter a queue within the predefined workflow or outside the expected path, along with the number of batches that exit the queue due to exceptions.	Hourly
Queue block	<p>Lists the name of a queue in the batch processing workflow.</p> <p>For each queue, the value inside the block is the number of batches waiting being processed.</p> <p>The value in the upper left corner is the number of batches that enter the queue outside the standard workflow. For Scan, which is always the first processing queue, the value in the upper left corner is the number of batches that enter the workflow.</p> <p>The value in the lower right corner is the number of batches that leave a queue due to an exception.</p> <p>The number of batches routed from one queue to another appears on the directional line between the two queues. The line thickness is proportional to the number of batches routed between queues.</p> <p>As mentioned earlier, a batch count appears <i>within</i> each queue block. Batch transition counts are listed <i>outside</i> the queue blocks and on directional arrows. Counts for batches often differ from the counts for transitions, which occur each time a batch is acted upon. For example, a batch suspension, change in batch properties in Batch Manager, or other action is counted as a transition. As a result, multiple transitions may occur for a single batch.</p>	Hourly

View / Chart / Filter	Description	Updates
Filters	You can filter the Batch Workflow based on the Original Site name or Priority as defined in Kofax Capture. If you apply a filter, the batch counts are refreshed accordingly.	
Drilldown options	Click any numeric value on a queue block or arrow in the workflow to drill down to batch details, the batch overview, or batch history. Click any queue block to drill down to a diagram showing the relationship of a queue to the queues that precede or follow it in the batch processing workflow.	Hourly
Released	Displays the number of batches that were exported after successful processing in the Export queue.	Hourly
Deleted	Displays the number of batches that were deleted after they entered the batch processing workflow.	Hourly
Timed Out	Displays the number of batches that timed out before processing was complete. By default, batches time out after 30 days if they are not processed. You can change the timeout interval by editing the value for UnfinishedBatchTimeLimit in the Event Listener Web Service configuration file , Web.config.	Hourly

Document Workflow

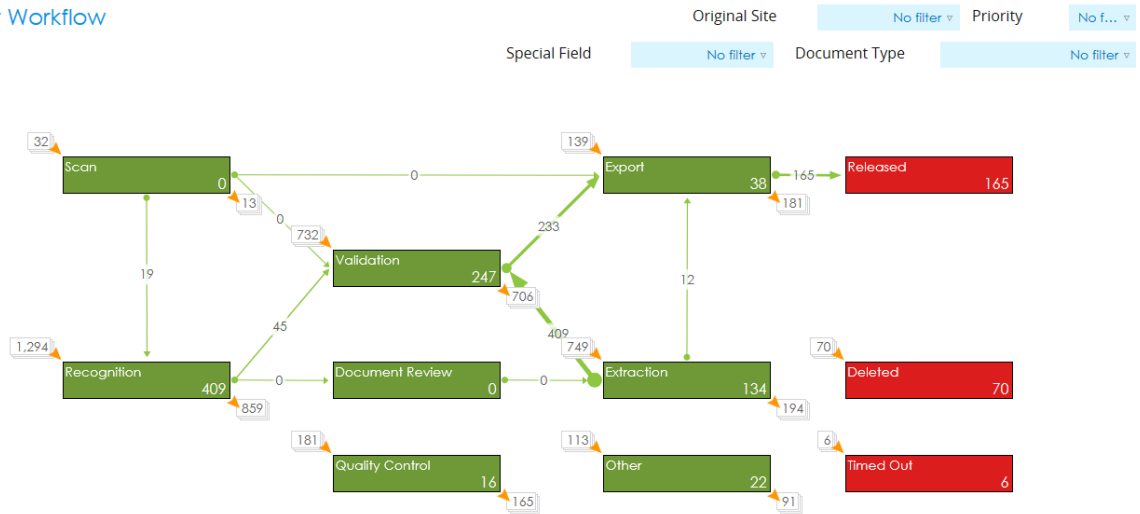
Use the Document Workflow to display a visual representation of the document processing workflow, including the number of documents that enter the Kofax system, and how many are processed in each queue. By default, the Document Workflow is available to users who are assigned to the "kafc admin" role.

Note The default Document Workflow view, which is provided for demonstration purposes, is based on a typical batch workflow. To customize the Document Workflow or other process chart views to reflect the batch workflow for your organization, a license that supports full access to Insight Studio is required. To use Insight Studio to update these views for your organization, see [Add a module to a process](#).

Also, the Document Workflow reflects batch processing that occurs after your product installation or upgrade. To include historical data collected prior to an upgrade in the Document Workflow view, use Data Loader to run the Calculate 2.0 Process Data execution plan, and then run the Fix 1.2.1.1 Data for Processes execution plan (in the order listed here). Set the date range for both plans to correspond to the historical data to include in the view. With large data sets, it may be time-consuming to run the plans. You may decide to run the plan incrementally, for one date range at a time.

To display the Workflow view for documents, select **Batches & Docs > Workflow > Documents**.

Document Workflow



By default, the Document Workflow consists of a block diagram to represent the most common processing queues for Kofax Capture and Kofax Transformation Modules. Each block corresponds to a queue process, and the "Other" block indicates processing in a custom or other queue outside the predefined workflow.

Some queue blocks refer to multiple processes:

- Recognition includes both Recognition Server and KTM Server
- Validation includes both Kofax Capture Validation and all of the Kofax Transformation Modules Validation modules.
- Extraction includes KTM Server 2.

With the proper Insight licensing, you can update the Document Workflow to add other queues (as blocks) to existing process definitions.

You can manage the Document Workflow display based on batch class, special field value, document type, or date range filters.

Consider the Validation block in the preceding sample screen:

- Lower right corner within Validation block: Currently 247 documents are waiting in the queue.
- Upper left outside Validation block: 732 documents entered the Validation queue outside the standard processing workflow.
- Lower right outside the Validation block: 706 documents exited the Validation queue due to a non-standard workflow (which may include an error).
- Directional line from Recognition to Validation: 45 documents were routed to Validation after successful processing in the Recognition queue.
- Directional line from Validation to Export: 233 documents were routed from Validation to the Export queue.

Important A document count appears *within* each queue block. Document transition counts are listed *outside* the queue blocks and on directional arrows. Counts for documents often differ from the counts for transitions, which occur each time a document is acted upon. For example, a batch suspension, change in batch properties in Batch Manager, or other action is counted as a transition. As a result, multiple transitions may occur for a single document.

View / Chart / Filter	Description	Updates
Document Workflow	Displays the document processing workflow, including the number of documents currently in progress for each queue. Also gives the number of documents that enter a queue within the predefined workflow or outside the expected path, along with the number of documents that exit the queue due to exceptions.	Hourly
Queue block	<p>Lists the name of a queue in the document processing workflow.</p> <p>For each queue, the value inside the block is the number of documents waiting to be processed.</p> <p>The value in the upper left corner is the number of documents that enter the queue outside the standard workflow. For Scan, which is always the first processing queue, the value in the upper left corner is the number of documents that enter the workflow.</p> <p>The value in the lower right corner is the number of documents that leave a queue due to an exception.</p> <p>The number of documents routed from one queue to another appears on the directional line between the two queues. The line thickness is proportional to the number of documents routed between queues.</p> <p>As mentioned earlier, a document count appears <i>within</i> each queue block. Document transition counts are listed <i>outside</i> the queue blocks and on directional arrows. Counts for documents often differ from the counts for transitions, which occur each time a document is acted upon. For example, a batch suspension, change in batch properties in Batch Manager, or other action is counted as a transition. As a result, multiple transitions may occur for a single document.</p>	Hourly
Filters	You can filter the Document Workflow based on the Original Site name, Priority, Special Field or Document Type. If you apply a filter, the document counts are refreshed accordingly.	

View / Chart / Filter	Description	Updates
Drilldown options	<p>Click any numeric value on a queue block or arrow in the workflow to drill down to document details, the batch overview, or batch history.</p> <p>Click any queue block to drill down to a diagram showing the relationship of a module to the queues that precede or follow it in the document processing workflow.</p>	Hourly
Released	Displays the number of documents that were exported after successful processing in the Export queue.	Hourly
Deleted	Displays the number of documents that belonged to batches that were deleted after they entered the batch processing workflow.	Hourly
Timed Out	<p>Displays the number of documents that timed out before processing was complete. By default, batches time out after 30 days if they are not processed.</p> <p>You can change the timeout interval by editing the value for <code>UnfinishedBatchTimeLimit</code> in the Event Listener Web Service configuration file, <code>Web.config</code>.</p>	Hourly

Labor

Use Labor views to analyze how labor and cost impact your operation. The Labor views include the following:

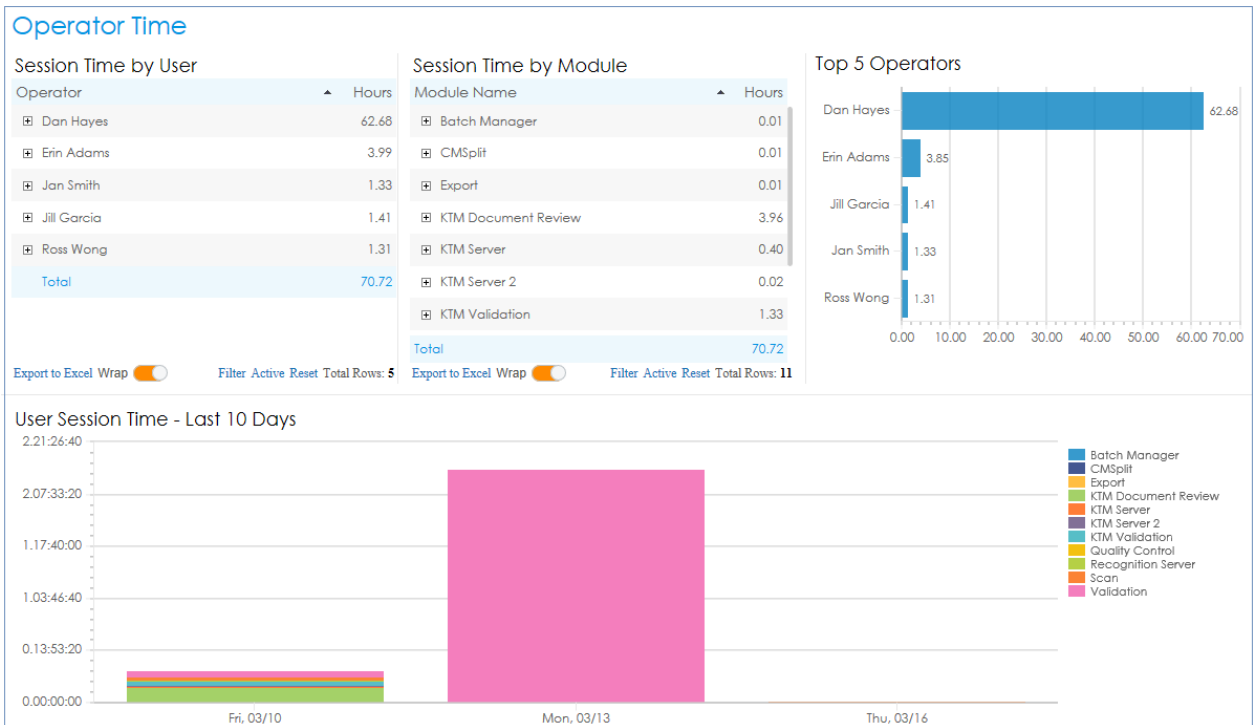
- [Operator Time](#)
- [Labor Costs](#)
- [Session Time](#)
- [Sessions Over Time](#)
- [Operator Performance](#)
- [Operator Benchmark](#)

Note In a Kofax Capture Network Server environment, consider the following as you view session start and end times. When a batch is downloaded from the central site to the remote site, the actual session start time and user data are not available; therefore, the end time of the previous session is used as the start time, and the user data is blank.

Operator Time

Use this view to analyze how labor and cost impact your operation. You can see where operators spend their time and what they are working on. Look at a breakdown of operator time and look at the different work types performed. You can also see how operator time breaks down by module.

You have a variety of ways to look at the amount of time a particular user spends within a particular session.

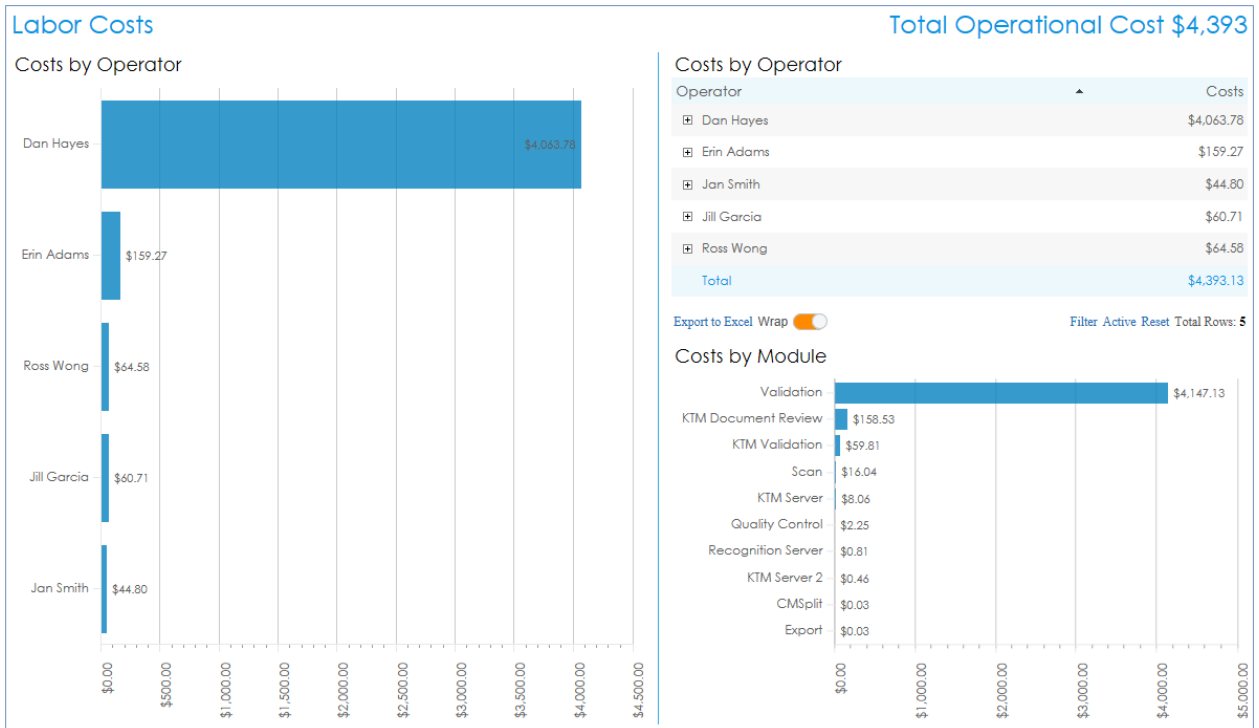


View / Chart / Filter	Description	Updates
Session Time by User	Displays the number of hours each operator spends working on each batch class, grouped by operator	Data refresh in real time and visual refresh every 60 seconds
Session Time by Module	Displays the number of hours each operator spends working on each batch class, grouped by module	Data refresh in real time and visual refresh every 60 seconds
Top 5 Operators	Displays the 5 operators who spend the most time processing batches, with the number of hours spent in sessions	Data refresh in real time and visual refresh every 60 seconds
User Session Time - last 10 days	Displays the total number of hours per day during the last 10 days operators spent working on batches in the system, grouped by module	Data refresh in real time and visual refresh every 60 seconds

Labor Costs

Use this view to analyze overall operational labor costs grouped by module and operator. You can also view labor cost comparisons of your top five operators.

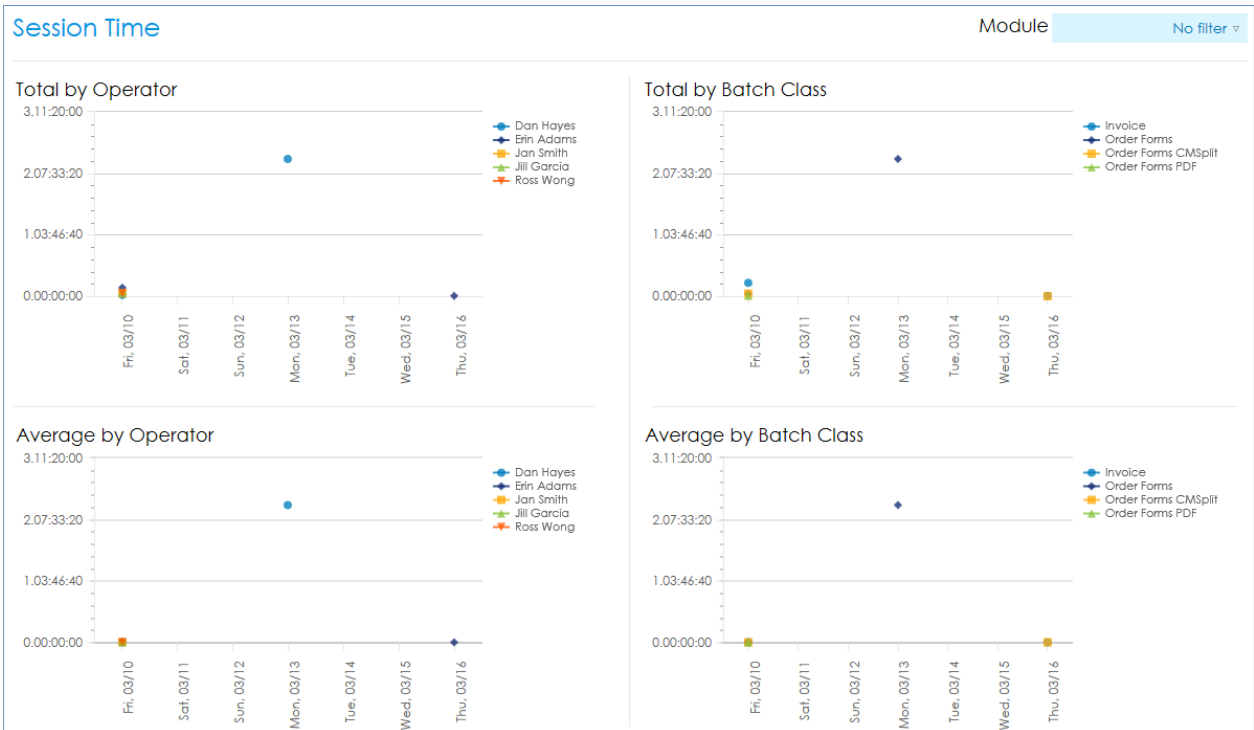
The overall labor costs are based on average hourly values defined by the administrator using **Admin > Labor Cost Configuration**. See [Configure labor costs](#).



View / Chart / Filter	Description	Updates
Costs by Operator - Overall	Displays all operators with associated labor costs	Data refresh in real time and visual refresh every 60 seconds
Costs by Operator	Displays the top 5 operators sorted by cost, and you can drill down to see the cost breakdown by module.	Data refresh in real time and visual refresh every 60 seconds
Costs by Module	Displays costs per module relative to all other modules	Data refresh in real time and visual refresh every 60 seconds

Session Time

Use this view to analyze the total and average amount of time used per session for overall processing. The view includes charts that break down total and average session times by operator and batch class.



View / Chart / Filter	Description	Updates
Total by Operator	Total time used per session per Operator; includes data for all processed documents	Data refresh in real time and visual refresh every 60 seconds
Average by Operator	Average time used per session per Operator; includes data for all processed documents	Hourly
Total by Batch Class	Total time used per session per batch class; includes data for all processed documents	Data refresh in real time and visual refresh every 60 seconds
Average by Batch Class	Average time used per session per batch class; includes data for all processed documents	Hourly

Sessions Over Time

Use the Sessions Over Time view to analyze the amount of time operations take per batch class and per module on a historic basis. Enter the target time you expect a module to take for each batch class, and then compare it to the actual time. You can identify which modules take longer than expected to process, and analyze overall operator efficiency.

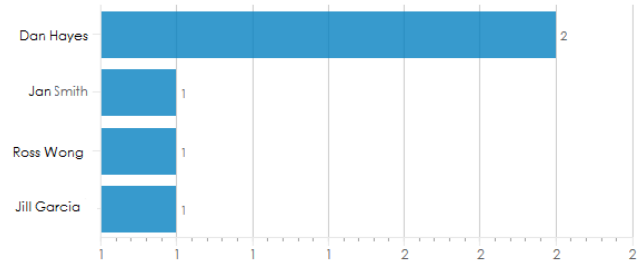
Sessions over Time

Set Target Time in Seconds

Batch Class	Module	Target
Invoice	Export	0.00:00:00
Invoice	KTM Document Review	0.00:01:40
Invoice	KTM Server	0.00:00:00
Invoice	KTM Server 2	0.00:00:00
Invoice	KTM Validation	0.00:01:00
Invoice	Scan	0.00:00:00
Invoice	Quality Control	0.00:00:00
Invoice CMSplit	Quality Control	0.00:00:00
Invoice CMSplit	Scan	0.00:00:00

Export to Excel Filter Active Reset Total Rows 39

Top 5 Users by Sessions over Target Time



User Session over Target

Operator	Module	Date	Batch Name	Actual	Target
Jan Smith	KTM Validation	1/26/2017 5:12:18 PM	10/2/2017 8:43:27 AM	0d 00:04:08 ○	0d 00:01:00
Dan Hayes	KTM Validation	1/26/2017 2:15 PM	12/8/2017 5:16:04 PM	0d 00:02:22 ○	0d 00:01:00
Jill Garcia	KTM Document Review	1/26/2017 2:32 PM	12/9/2017 2:16:26 PM	0d 00:02:32 ○	0d 00:01:40
Dan Hayes	KTM Document Review	12/9/2017 3:31 PM	12/9/2017 3:07:39 PM	0d 00:02:19 ○	0d 00:01:40
Ross Wong	KTM Validation	1/26/2017 4:14 PM	Separate doc 2	0d 00:01:56 ○	0d 00:01:00

View / Chart / Filter	Description	Updates
Set Target Time in Seconds	Sets target times per batch class and per module. In the Target column, click a row and type the time you expect a module to take to process the batch class listed in that row.	
Top 5 Users by Sessions over Target Time	Displays the 5 users who most often exceeded the target processing time.	Hourly
User Session over Target	Displays details about the actual vs. target processing time.	Hourly

Operator Performance

Use this view to analyze operator performance such as Batch Review Time and Page Review Time, representing the time spent in Kofax Transformation Modules Document Review. The change ratio time is calculated as a ratio of the number of fields changed by the operator, and the average number of changes by all operators. If the value is greater than 1, the operator performs better than average. If the value is less than 1, the operator performance is below average.

Operator Performance

Metric "Change ratio to average" is calculated as a ratio of the number of field extractions, changed by the operator, to the average number of extractions by all operators. So if the value is greater than 100%, the operator performs better than the average and vice versa.

Operator Performance

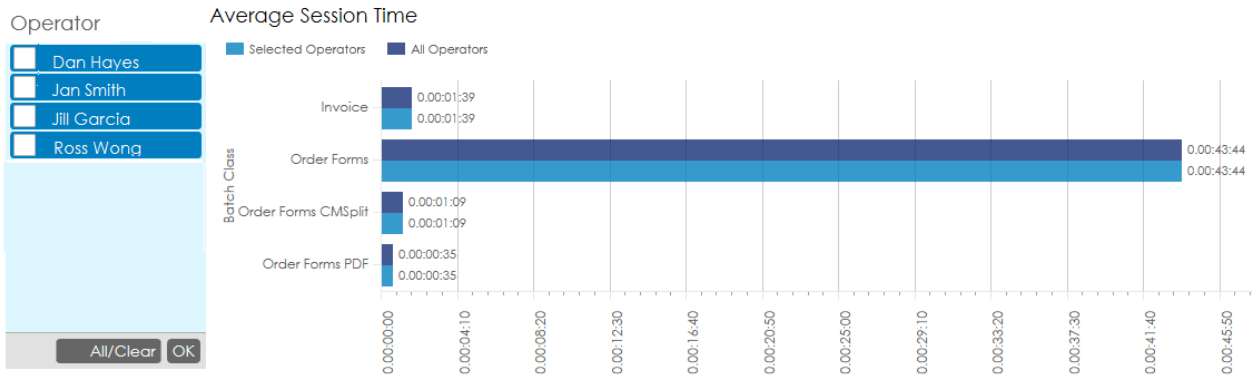
Operator	Batch Time	Page Time	Change Ratio to Average
<TIMEOUT>	0.00:00:00	0.00:00:00	
Administrator	0.00:06:48	0.00:02:38	0% ○
Chris Johnson	0.00:01:21	0.00:00:06	2,273% ○
Dan Hayes	0.00:28:17	0.00:01:21	28% ○
Danny Wang	0.00:00:58	0.00:00:06	96% ○
Erin Adams	0.00:06:38	0.00:00:29	16% ○
Jan Smith	0.00:02:24	0.00:00:03	265% ○
Jill Garcia	0.00:03:14	0.00:00:09	17% ○

View / Chart / Filter	Description	Updates
Operator Performance	Displays batch time and page time plus change ratio to average. Compares the number of fields the operator had to change to the average number of changed fields. Helps to identify operators whose results differ from the average; as a result, you can evaluate whether a valid issue is causing the discrepancy.	Hourly

Operator Benchmark

Use this view to compare the average session time for a selected operator to the average session time for all operators.

Operator Benchmark



Batch Events

Operator	Total Time	Date	Module	Batch Class	Site	Count
Jan Smith	0.00:13:03					16
Dan Hayes	0.00:29:47					21
Jill Garcia	0.00:01:56					2
Dan Hayes	0.00:04:39					9
Ross Wong	0.00:10:18					14

View / Chart / Filter	Description	Updates
Operator	Displays the list of operators that you can select.	Hourly
Average Session Time	Compares the average session time for the selected operators to the average for all operators.	Hourly
Batch Events	Lists the total time for each operator. Expand to see the sessions for an operator, and then click to display the Batch Overview.	Data refresh in real time and visual refresh every 60 seconds

Quality

Use the Quality views to analyze the quality of automatic classification and extraction based on how frequently operator changes were required. The Quality views consist of the following:

- [Classification](#)
- [Classification Chart](#)
- [Extraction](#)
- [Extraction Chart](#)
- [Separations](#)
- [No Touch Processing](#)
- [Benchmark - Classification](#)
- [Benchmark - Extraction](#)

Classification

Use the Classification view to review different document types, processing confidence, and manually reclassified documents. This view gives the ratio of reclassified documents to all documents. The Classification view displays data only for exported documents; data related to deleted, timed out, or in-progress documents is excluded.

Classification

Doc Class Statistics

Initial Doc Type	Count	Confidence	Reclassifications	Ratio
Hansgrohe	35	88.18% ○	4	11.43% ○
[unclassified]	4	0.00% ○	4	100.00% ○
Lecico	19	85.55% ○	3	15.79% ○
Broughton	28	97.53% ○	1	3.57% ○
Finnforest	5	100.00% ○	0	0.00% ○
FT_Broughton	1		0	0.00% ○
Undefined		0.00% ○	0	0.00% ○
Lintels Limited	10	93.16% ○	0	0.00% ○

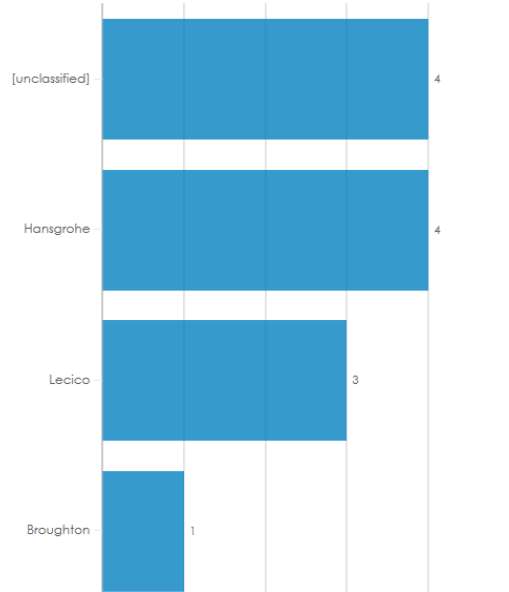
Export to Excel Wrap

Filter Active Reset Total Rows: 13

Doc Reclassifications by Final Type

DocType	Count of Reclassified Documents
Broughton	4
Finnforest	4
Hansgrohe	3
Lintels Limited	1

Classified Type Changes



View / Chart / Filter	Description	Updates
Doc Class Statistics	Displays the change ratio for documents, including the count, confidence and the number of reclassifications. Click any document type to view Doc Class Statistics - Doc Details in a separate window.	Hourly and visual refresh every 60 seconds

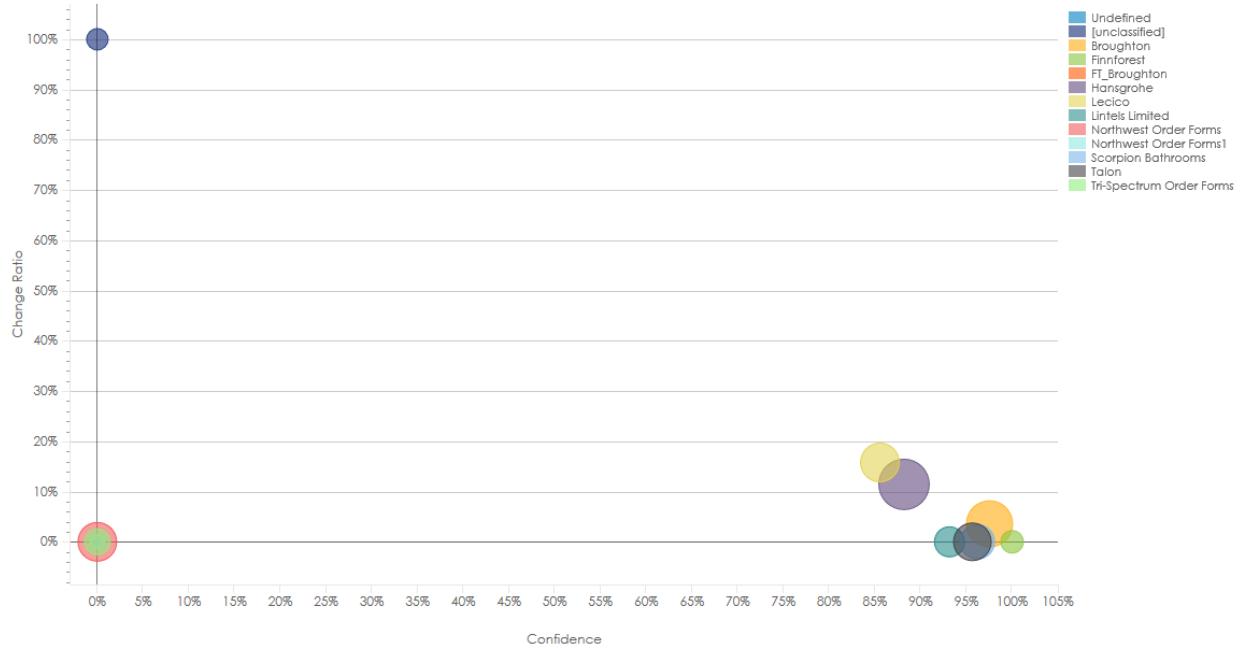
View / Chart / Filter	Description	Updates
Doc Class Statistics - Doc Details	<p>When you click an item in the Doc Class Statistics list, the Doc Class Statistics - Doc Details window lists the following information in a separate window: Batch Name, Date, and Count.</p> <p>If you click a batch name, the corresponding classification details are listed: Date, document count, Initial Type, Final type, Confidence, Outcome, Separations, and Operator.</p> <p>On the Doc Details screen, you can use the buttons at the top of the screen to list only Classified or Reclassified documents; or to list only Merge or Split documents.</p> <div style="background-color: #f0f0f0; padding: 5px;"> <p>Note The same batch may be listed twice on the Doc Details screen; once for the initial classification and another for reclassification.</p> <p>Also, if a document is created as the result of a split or merge, the new document may not appear on the Doc Details list; this occurs if the document type for the new document is the same as it was before the document was split or merged.</p> </div>	Hourly and visual refresh every 60 seconds
Classified Type Changes	Displays the number of classification changes. Offers drill-down to get additional detail. You can determine if reclassifications typically occur on a certain day or a certain operator. Includes data for all exported documents.	Hourly and visual refresh every 60 seconds
Doc Reclassifications by Final Type	Lists the number of reclassifications sorted by the final document type. For each document type listed, you can click to view the initial document type.	Hourly and visual refresh every 60 seconds

Classification Chart

Use the Classification chart to analyze the change ratio and confidence for a document type. The Classification Chart displays data only for exported documents; data related to deleted, timed out, or in-progress documents is excluded.

Classification Chart

Doc Class by Change Ratio and Confidence

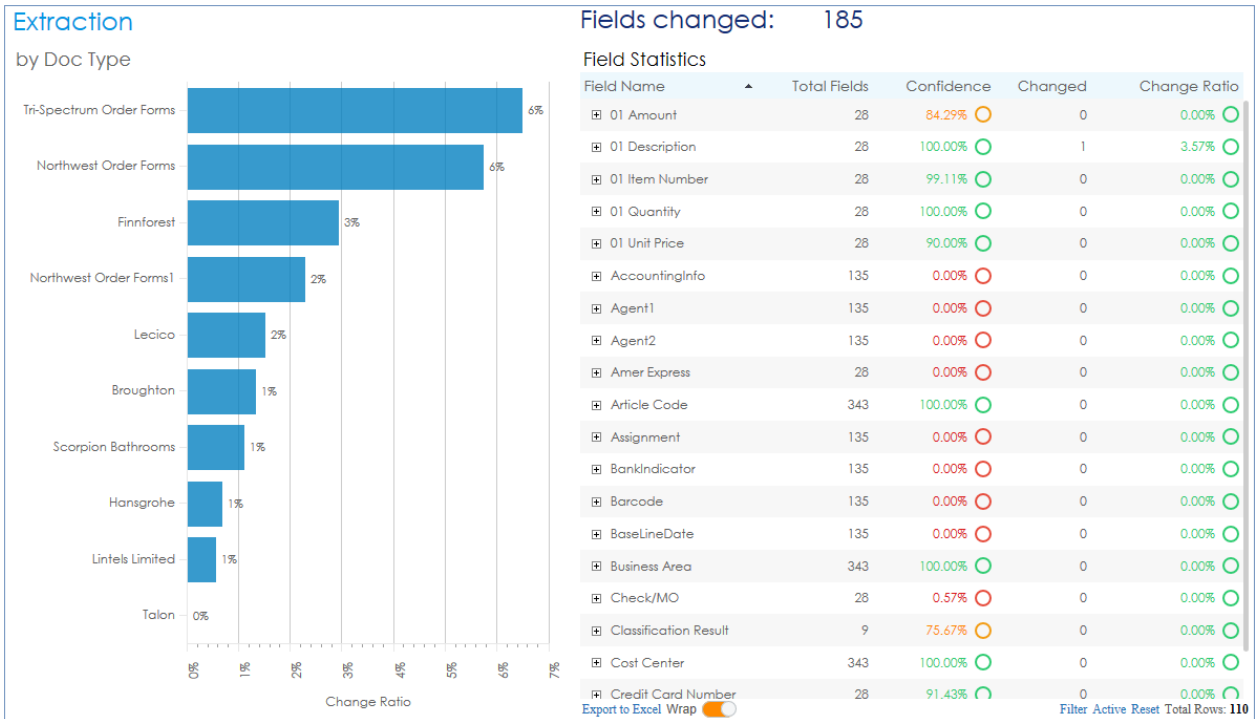


View / Chart / Filter	Description	Updates
Doc class by Change Ratio and Confidence	Displays the confidence and change ratio for a document type; the X axis lists the confidence and the Y axis list the change ratio.	Hourly and visual refresh every 60 seconds

Extraction

Use the Extraction view to review field level information for the 10 document types that are most frequently changed. This view includes field level details for both Kofax Transformation Modules extraction and Kofax Capture recognition. This view shows data for batches that are exported; data related to deleted, timed out, or in-progress documents is excluded.

Note The same field name (such as FirstName or SSN) may be used by different document types. Be sure to filter the results by document type to ensure that the results are accurate.



View / Chart / Filter	Description	Updates
Extraction - by Doc Type	Lists the field level change ratio for the 10 document types that are most frequently changed. When you click the Doc Type bar, displays field statistics, including the change ratio, for field level data associated with the selected document type.	Hourly
Fields Changed - Field Statistics	Displays a list of all fields for the selected document type. You can click the Field Name to view details for individual fields. Click any line to drill down to Field Change Details, which opens in a separate window and lists the document, extraction confidence, original value and new, validated value. You can also drill down on a document number to display details for all fields.	Hourly
Field Statistics - Total Fields Column	Count of all fields with the given name in all exported documents, based on the currently selected filters, including date, batch class, site, and doc type.	Hourly
Field Statistics - Confidence Column	Average field extraction confidence value in all exported documents, based on the currently selected filters, including date, batch class, site, and doc type.	Hourly
Field Statistics - Changed Column	Count of all the fields with the given name that have been changed manually in all exported documents, based on the currently selected filters, including date, batch class, site, and doc type.	Hourly

View / Chart / Filter	Description	Updates
Field Statistics - Change Ratio Column	Ratio of the Changed Column to the Total Fields column.	Hourly

Extraction Chart

Use the Extraction Chart to examine fields by document type, field confidence, and change ratio. A well-tuned installation would reflect a high extraction confidence percentage with minimal changes (bubbles that appear in the lower right corner of the chart).

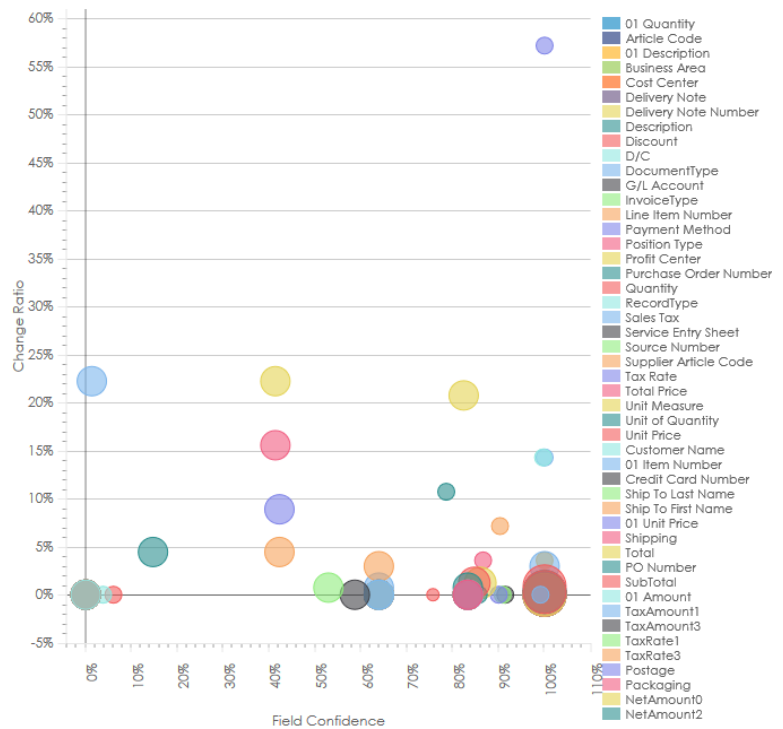
The Extraction Chart shows data only for batches that are exported; data related to deleted, timed out, or in-progress documents is excluded.

The x-axis corresponds to field confidence (or OCR confidence), and the y-axis is the change ratio.

Extraction Chart

Filter	Change Ratio
Doc Type	Change Ratio ▼
Tri-Spectrum Order Forms	6.49%
Northwest Order Forms	5.74%
Finnforest	2.94%
Northwest Order Forms1	2.27%
Lecico	1.51%
Broughton	1.33%
Scorpion Bathrooms	1.09%
Hansgrohe	0.66%
Lintels Limited	0.54%
Talon	0.00%

Fields by Change Ratio and Confidence



Export to Excel Wrap Filter Active Reset Total Rows: 10

Separations

Use the Separations view to get a quick snapshot of manual separation corrections that occur in an attended module such as KTM Document Review. This view displays any separation-related corrections, such as splitting or merging a document from an attended module. Also, the view displays data only for exported documents; data related to deleted, timed out, or in-progress documents is excluded.

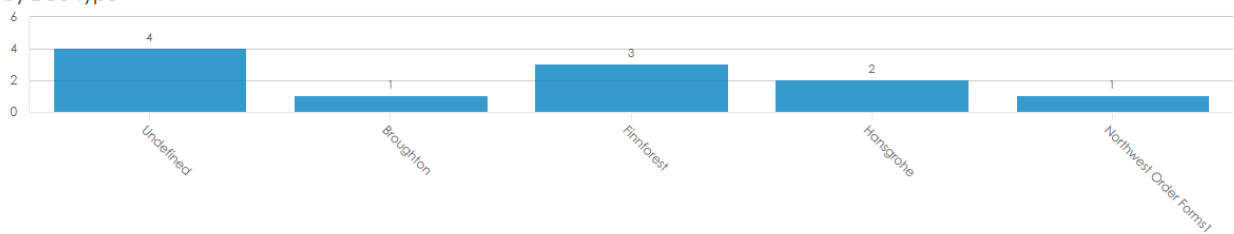
For each separation correction, this view lists the batch class, batch name, date and time, classified and reviewed document types, and the relative page order (order of the page in the document).

The Classified Type Changes bar chart gives the number of document separation classification corrections by reviewed document type. If you select an element in the bar chart, the Page Separation grid is refreshed to reflect the associated details for your selection. You can expand any item on the grid to view additional page details.

Note The Page Separation grid is updated to reflect data immediately after processing for a module is complete. If you access the Page Separation grid while processing is still underway for a module, the data may not yet be reflected in the Page Separation grid. Data related to deleted batches is not included.

Separations

by Doc Type



Batch Class	Batch Name	Date	Page Id	Classified Doc Type	Doc	Page #	Reviewed Doc Type	Doc	Page #	Count
Order Forms	1/26/2017 5:28:38 PM	03/10/2017 04:05 PM								2
Order Forms	1/26/2017 5:28:38 PM	03/10/2017 04:05 PM	2	Northwest Order Forms	1	2		2	1	1
Order Forms	1/26/2017 5:28:38 PM	03/10/2017 04:05 PM	4	Northwest Order Forms	3	2		4	1	1
Invoice	3/10/2017 11:11:30 AM	03/10/2017 12:02 PM								4
Order Forms PDF	1/31/2017 11:30:58 AM	01/31/2017 11:31 AM								1
Invoice	1/27/2017 8:14:08 AM	01/27/2017 08:24 AM								2
Invoice	2/16/2015 4:14:29 PM	02/16/2015 04:16 PM								2

Export to Excel Wrap

Filter Active Reset Total Rows: 5

View / Chart / Filter	Description	Updates
Classified Type Changes - Color bar chart	Displays the page separation classification corrections by reviewed document type.	Data refresh in real time and visual refresh every 60 seconds
Page Separation - Grid	<p>Displays itemized instances of page separation. Arranged by batch class, batch name, date and time, classified and reviewed document types, and count.</p> <p>If you select a document type in the bar chart, the Page Separation grid is refreshed to reflect the data associated with your selection. Data related to deleted batches is excluded.</p> <p>Expand any item on the grid to view additional event details.</p>	Data refresh in real time (processing for a module must be complete) and visual refresh every 60 seconds

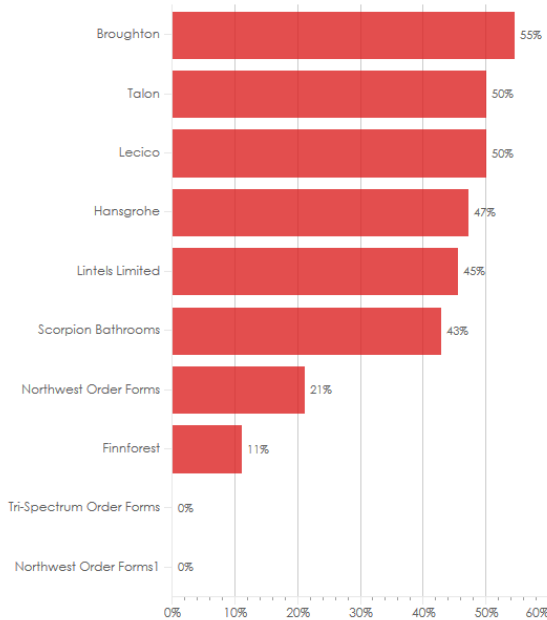
No Touch Processing

Use the No Touch Processing view to examine the ratio of items processed without manual corrections relative to the total number of documents processed. Use this information to analyze the efficiencies of Kofax Capture processing within your organization.

The No Touch Processing view displays data only for exported documents; data related to deleted, timed out, or in-progress documents is excluded.

No Touch Processing

No Touch Ratio



Document Processing

Doc Type	Processed	Changed	Unchanged	No Touch Ratio
Northwest Order Forms1	2	2	0	0%
Tri-Spectrum Order Forms	7	7	0	0%
Finnforest	9	8	1	11%
Northwest Order Forms	19	15	4	21%
Scorpion Bathrooms	14	8	6	43%
Lintels Limited	11	6	5	45%
Hansgrohe	34	18	16	47%
Lecico	16	8	8	50%
Talon	18	9	9	50%
Broughtton	33	15	18	55%

Export to Excel Wrap

Filter Active Reset Total Rows: 10

View / Chart / Filter	Description	Updates
No Touch Ratio	Displays the no touch ratio per document type	Data refresh in real time and visual refresh every 60 seconds
Document Processing	Displays the No Touch Processing details for all changes, per document type	Data refresh in real time and visual refresh every 60 seconds

Classification Benchmark

Use the Classification Benchmark view to examine overall classification accuracy based on document types. Classification is considered "confident" if the system determined the document type in the Scan or Quality Control module, or in any other automatic module with a condition based on the KtmClassificationIsConfident flag.

The Classification Benchmark view displays data only for exported documents; data related to deleted, timed out, or in-progress documents is excluded.

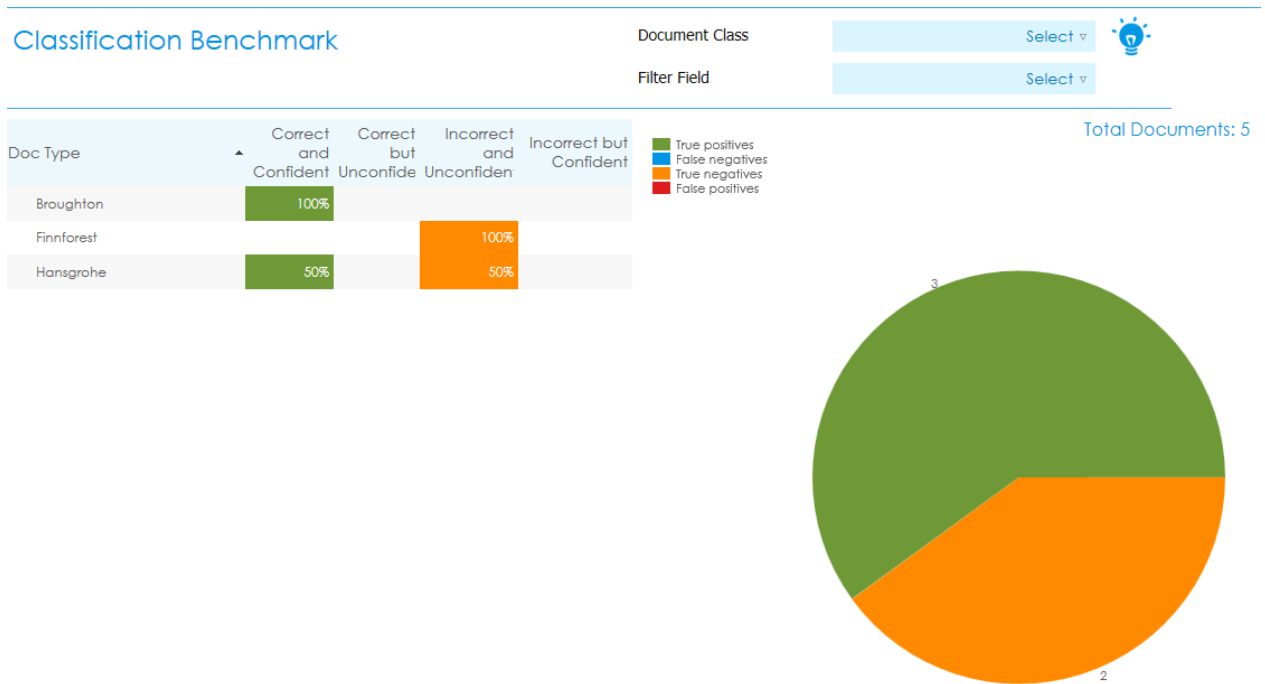
Based on this view, you can determine how many document types were accurately classified by the system, along with the number of document types that required a change by the operator.

Note If you upgrade from an earlier product version that did not include the Classification Benchmark view, classification data collected prior to the upgrade is not reflected in the new view. The view does include any classification data collected on the day of the upgrade or thereafter.

You can filter this view by document type and by values for the specific field (such as Customer Name, Total, or other) defined by the administrator. For example, you may want to display only data for documents that contain specific field values (such as a vendor or region).

To apply a filter, click **Select** next to Document Class or Filter Field to view the possible values. Then select which values to use for filtering the Classification Benchmark view, and click **OK**. If you have a lengthy list of Filter Field values, click the search button under the list of values and type the value you are looking for. Click **All/Clear** to select or clear all values on the Filter Field list.

If you click a field in the grid, the pie chart is refreshed to correspond to your selection.



View / Chart / Filter	Description	Updates
Classification Benchmark - Grid	Displays classification accuracy broken down by document type and expressed as a percentage.	On-demand
Classification Benchmark - Color pie chart	Displays classification accuracy expressed as a document count.	On-demand

View / Chart / Filter	Description	Updates
Total Documents counter	Displays the total number of documents represented in the view.	On-demand
Correct and Confident	Document type is correct and confidently detected by the system, and requires no adjustments by validation operator during processing (no touch).	On-demand
Correct but Unconfident	Document type is correct yet detected as invalid by the system. Operator must press Enter to confirm the validity of the document type.	On-demand
Incorrect and Unconfident	Document type is incorrect and detected as invalid by the system. Operator is prompted to perform data entry or make corrections that occur as a result of OCR, or untrained documents.	On-demand
Incorrect but Confident	Document type is incorrect yet confidently detected as valid by the system. If the operator does not make corrections, inaccurate data remains in the system.	On-demand

Extraction Benchmark

Use the Extraction Benchmark view to examine overall user productivity in the context of field validation. The view includes key metrics for operator activity related to field validation.

The Extraction Benchmark view displays data only for exported documents; data related to deleted, timed out, or in-progress documents is excluded.

Based on this view, you can determine how many fields were accurately detected by the system, along with the number of fields that required a change by the validation operator. Kofax Capture determines field validity based on thresholds for OCR confidence. Kofax Transformation Modules determines field validity based on validation rules or locator confidence values that execute in KTM Server.

You can filter this view by document type and by values for the specific field (such as Customer Name, Total, or other) defined by the administrator. For example, you may want to display only data for documents that contain specific field values (such as a vendor or region).

To apply a filter, click **Select** next to Document Class or Filter Field to view the possible values. Then select which values to use for filtering the Extraction Benchmark view, and click **OK**. If you have a lengthy list of Filter Field values, click the search button under the list of values and type the value you are looking for. Click **All/Clear** to select or clear all values on the Filter Field list.

If you click a field in the grid, the pie chart is refreshed to correspond to your selection.

Extraction Benchmark

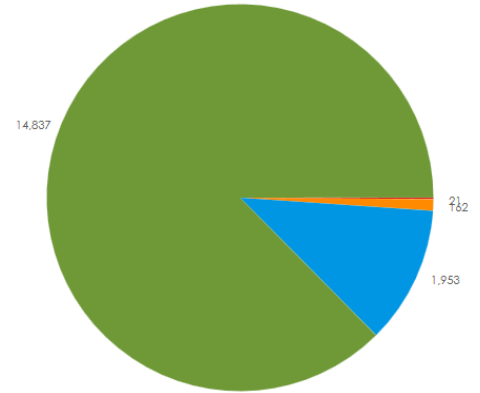
Document Class: Undefined, Broughton, Cat...
 Filter Field: Undefined, Broughton Cran...

Total Documents: 12

Field Name	Correct and Valid	Correct but Invalid	Incorrect and Invalid	Incorrect but Valid
01 Amount	100%			
01 Description	96%			4%
01 Item Number	100%			
01 Quantity	100%			
01 Unit Price	100%			
AccountingInfo	100%			
Agent1	100%			
Agent2	100%			
Amer Express		100%		
Article Code	100%			
Assignment	100%			
BankIndicator	100%			
Barcode	100%			
BaseLineDate	100%			
Business Area	100%			
Check/MO		100%		
Classification Result	78%	22%		
Cost Center	100%			

Export to Excel Wrap Filter Active Reset Total Rows: 110

■ True positives
■ False negatives
■ True negatives
■ False positives



View / Chart / Filter	Description	Updates
Extraction Benchmark - Grid	Displays field validation accuracy expressed as a percentage, on a per-field basis.	Hourly
Extraction Benchmark - Color pie chart	Displays field validation accuracy expressed as a field count.	Hourly
Total Documents counter	Displays the total number of documents represented in the view.	Hourly
Correct and Valid	Field is correct and confidently detected as valid by the system. Field requires no adjustments by validation operator during processing (no touch).	Hourly
Correct but Invalid	Field is correct yet detected as invalid by the system. Operator must press Enter to confirm the validity of the field.	Hourly
Incorrect and Invalid	Field is incorrect and detected as invalid by the system. Operator is prompted to perform data entry or make corrections that occur as a result of OCR or database errors, or untrained documents.	Hourly
Incorrect but Valid	Field is incorrect yet confidently detected as valid by the system. If the operator does not make corrections, inaccurate data remains in the system.	Hourly

Reports

The Kofax Analytics for Capture dashboard includes report-style views related to Classification and Recognition, and to Workflow Management.

Classification and Recognition report views

This section describes the Classification and Recognition report views.

- [Classification versus Review](#)
- [Reclassified Document Types](#)
- [Field Accuracy](#)
- [Field Confidence](#)

Classification vs. Review

This report provides visibility to the classified document type assigned to each page in Kofax Transformation Modules, versus the document type assigned after review. Each page in the batch includes the system-assigned classification confidence score and the top classification threshold setting for the corresponding document type. You can filter the report by date or batch class.

Click any batch on the report to drill down to the Batch Overview or History.

Classification vs. Review

Batch Name	Image ID	Classification Document Type	Document Confidence	Document Confident?	Review Document Type	Correct Confident	Correct Unconfident	Incorrect Confident	Incorrect Unconfident
1/30/2017 12:45:59 PM			81.89%			16	1		3
3/10/2017 11:03:36 AM			97.15%			14			
3/10/2017 11:09:38 AM			98.31%			4			
3/10/2017 11:10:20 AM			96.76%			32			
3/16/2017 1:25:28 PM			98.21%			4			
3/16/2017 1:58:45 PM			73.21%			3			1
3/16/2017 5:35:20 PM			73.21%			3			1

Reclassified Document Types

This report provides visibility to the most common document types requiring reviewer reclassification in Kofax Transformation Modules. The report also shows the incorrect document types assigned by the system for each reclassified document type in descending rank order. The report helps identify document types that may need a sample image set change. You can filter the report by date, batch class, or final document type.

Click any batch on the report to drill down to the Batch Overview or History.

Field Accuracy

This report provides a summary of field level and character level accuracy per batch during a given date/time period. The field or character level recognition accuracy is measured by comparing the number of fields or characters that are confidently recognized to the total number of fields or characters recognized. The field or character level validation (or completion) accuracy is measured by comparing the number of

fields or characters changed during validation (or completion) to the total numbers of fields or characters recognized and validated (or completed). The report assumes that any manual changes to the recognized fields are correct. You can filter the report by date, batch class, or document type.

Note This report considers the number of changed fields, rather than the number of times a particular field is changed. For example, if the same field is changed in two separate modules, it is reported as one changed field. Also, the number of changed characters for a field is reported only for the module where the most recent changes occurred; the number of changed characters is not cumulative for all modules.

Field Accuracy

Doc Type No filter ▾

Field Name ▲	Fields Recognized	Fields Validated	Fields Changed	Changed Characters	Changed Field Characters
01 Amount	7	7	0	0	0
01 Description	7	7	0	0	0
01 Item Number	7	7	0	0	0
01 Quantity	7	7	0	0	0
01 Unit Price	7	7	0	0	0
AccountingInfo	78	82	0	0	0
Agent1	78	82	0	0	0
Agent2	78	82	0	0	0
Amer Express	7	7	0	0	0
Article Code	195	200	0	0	0
Assignment	78	82	0	0	0
BankIndicator	78	82	0	0	0
Barcode	78	82	0	0	0
BaseLineDate	78	82	0	0	0
Business Area	195	200	0	0	0
Check/MO	7	7	0	0	0
Cost Center	195	200	0	0	0
Credit Card Number	7	7	0	0	0
Currency	78	82	3	9	9

Field Confidence

This report provides a summary of field level confidence, based on the results of the Recognition module. The results are summarized per batch class, document type and overall for a particular index field. Expand any batch class to view the associated document types. You can filter the report by date, batch class, or document type.

Field Confidence		Doc Type	No filter ▾
Batch Class	Doc Type		Confidence
[-] Invoice	Broughton	○	68%
	Finnforest	○	62%
	Hansgrohe	○	66%
	Lecico	○	67%
	Lintels Limited	○	78%
	Scorpion Bathrooms	○	61%
	Talon	○	75%
[-] Order Forms	[Batch Field]	○	0%
	Northwest Order Forms	○	75%
	Tri-Spectrum Order Forms	○	77%

Workflow Management report views

This section describes the Workflow Management report views.

- [Document Processing Time](#)
- [Operator Productivity Summary](#)

Document Processing Time

This report shows the total and average processing time, separations, reclassifications and fields changed to indicate the amount of work done for exported documents touched by an operator. The report is sorted by final document types. You can filter the report to determine which operators and modules are included in the processing time calculation for exported documents. You can also filter the report by date and batch class.

By default, this report is available only to users who are assigned to the kafc admin role. Also, this report is supported only if the following minimum required versions are installed for Kofax Capture or Kofax Transformation Modules:

- If you are running Kofax Capture 10.1, the minimum required version is Kofax Capture 10.1.1.10.0.1385.
- If you are running Kofax Capture 10.2, the minimum required version is Kofax Capture 10.2.1.0.0.769.
- If you are running Kofax Transformation Modules 6.0.x, the minimum required version is Kofax Transformation Modules 6.0.2.14.
- If you are running Kofax Transformation Modules 6.1, the minimum required version is Kofax Transformation Modules 6.1.0.8.

If you use this report after upgrading from a previous version of Kofax Analytics for Capture, it reflects data on a go-forward basis (historical data is excluded).

Document Processing Time		Operator		No filter ▾	Module	KTM Document Review ▾			
Final Doc Type	Total	Average	Processed Docs	Avg Time / Processed Doc	Pages in Processed Docs	Separations	Reclassifications	Fields Changed	
[-] Broughton	0.00:00:05	0.00:00:05	1	5	1	0	1	0	
[-] Finnforest	0.00:00:04	0.00:00:02	2	2	2	0	2	0	
[-] Hansgrohe	0.00:00:04	0.00:00:04	1	4	1	0	1	0	
Total	0.00:00:13		4		4	0	4	0	

Each row represents a document type. Expand any row to view operator names. Click a document type or operator name to drill down to Document Processing Details, and then drill further to the Batch Overview as needed.

Document Processing Details for Broughton												
Session End Time	Session Time	Batch	Mod...	Pro... Docs	Avg Time / Processed Doc	Pages in Process Docs	Separati...	Reclassificati...	Fields	Fields Changed	Operator	
04/17/2017 04:26 PM	0.00:01:44	4/17/2017 4:19:58 PM	KTM Validatio	4	0.00:00:10	4	0	0	1,451	0	Jill Garcia	
04/17/2017 04:23 PM	0.00:00:22	4/17/2017 4:19:58 PM	KTM Docume Review	1	0.00:00:05	1	0	1	1,032	0	Jill Garcia	
				5		5	0	1		0		

Operator Productivity Summary

This report provides an overview of the number of batches and documents an operator processes in a given date/time period, and the time the operator spends processing batches and documents in the same period. You can see the number of separations, validation changes and other activity performed by an operator. The report reflects processing for in-progress batches and documents, as well as exported, deleted, or timed out batches and documents.

Use the filtering options to restrict the report by certain operators or modules.

Operator Productivity Summary																
													Operator	No filter ▾	Module	No filter ▾
Operator	Session Time	Disti... Docs	Avg Time / Sep... Doc	Recl...	Fields Chang	Docs In All Sessions	Pages in All Session	Sessi...	Avg Time / Session	Batc...	Avg Time / Mod...	Mod...	Avg Time / Module			
Dan Hayes	2.14:40:33	8	0.07:50:04	0	4	0	23	661	28	0.02:14:18	3	0.02:36:41	4	0.15:40:08		
Erin Adams	0.03:56:18	264	0.00:00:53	0	29	2	341	399	21	0.00:11:15	13	0.00:14:46	2	0.01:18:46		
Jan Smith	0.01:19:26	47	0.00:01:41	0	0	0	65	1,134	24	0.00:03:18	6	0.00:03:27	3	0.00:26:28		
Jill Garcia	0.01:24:03	343	0.00:00:14	4	20	0	440	444	20	0.00:04:12	15	0.00:05:36	2	0.00:42:01		
Ross Wong	0.00:54:21	10	0.00:05:26	2	2	0	47	49	6	0.00:09:03	2	0.00:10:52	2	0.00:13:35		
Total	2.22:14:41	600	0.00:07:01	6	55	2	916	2,687	99	0.00:42:34	35	0.01:18:02	6	0.11:42:26		

Click a name in any row to view productivity details for the selected operator. From the productivity details, you can drill down further to view the Batch Overview and History for each batch listed.

Productivity Details for Ross Wong										
Operator Productivity Details										
Session End Time	Session Time	Batch	Module	Process... Docs	Avg Time / Processed Doc	Separations	Reclassifications	Fields Changed	Pages	
02/27/2015 09:18 AM	0.00:00:14	2/20/2015 7:58:44 AM	Validation	3	0.00:00:04	0	0	0	3	
02/16/2015 04:25 PM	0.00:00:22	2/16/2015 4:24:03 PM	Validation	3	0.00:00:07	0	0	0	3	
02/16/2015 04:08 PM	0.00:00:19	2/16/2015 4:05:09 PM	Validation	1	0.00:00:19	0	0	0	3	
02/03/2015 12:01 PM	0.00:00:31	1/14/2015 11:54:04 AM	KTM Document Review	1	0.00:00:31	0	1	0	4	
02/03/2015 11:55 AM	0.00:00:35	2/3/2015 11:47:14 AM	Validation	6	0.00:00:05	0	0	0	6	
01/05/2015 03:43 PM	0.00:00:12	single doc type	Validation	2	0.00:00:06	0	0	0	2	
01/05/2015 03:41 PM	0.00:00:06	1/5/2015 3:40:27 PM (03:41:19.104)	Validation	1	0.00:00:06	0	0	0	1	
01/05/2015 03:41 PM	0.00:00:16	1/5/2015 3:40:27 PM	Validation	2	0.00:00:08	0	0	0	2	
12/30/2014 03:48 PM	0.00:01:33	12/30/2014 3:45:35 PM	KTM Validation	3	0.00:00:31	0	0	0	4	

Kofax Analytics for Capture Admin tab

Administrators can use the Admin tab on the Kofax Analytics for Capture dashboard to process data plans, configure alerts, manage field data, review the status of each workstation in your installation, configure labor costs or change passwords. Access to the Admin tab is based on the role the user is assigned to in Insight [Admin Console](#).

The Admin tab includes the following capabilities:

- [Process data](#)
- [Set up alerts](#)
- [Manage Special Fields](#)
- [View system information](#)
- [Configure labor costs](#)
- [Change password](#)

Process data

In a typical installation, updates to the dashboard run automatically at regular intervals. If special circumstances arise, you can use the Data Processing settings to manually execute a Quality Metrics plan that accelerates updates to the dashboard without waiting for the regularly scheduled process to run.

You can also use the Data Processing settings to remove data from the Insight data database.

Update Quality Metrics manually

In general, Quality Metrics are updated hourly (see [Kofax Analytics for Capture dashboard views](#) for update information for individual views). Use the Data Processing settings to manually update Quality Metrics outside the regularly scheduled intervals. Once you complete a manual update, the next update occurs during the next regularly scheduled interval.

To ensure accuracy, you should wait at least 1 minute after closing a batch to manually update the metrics. For example, if you run the Quality Metrics plan immediately after closing a batch, the views may

not be refreshed as expected. For best results, wait up to 1 minute after closing a batch to update the metrics.

1. On the Viewer, click **Admin > Data Processing**.
The **Data Processing** screen appears.
2. Click **Load Quality Metric Data Now**. This update is similar to Hourly plan, which is available from Insight Data Loader. If the Hourly plan is not enabled when you select Load Quality Metric Data Now, the update is run for a period that covers the last two hours.
3. When prompted to proceed with the manual update process, click **OK**.

Remove data

Use this procedure to remove data from the Insight Data database. You can remove data for a specific date range, remove all data, or remove data that is older than a certain date.

1. On the Viewer, click **Admin > Data Processing**.
The **Data Processing** screen appears.
2. Do one of the following:
 - To delete data for a certain time frame, click the calendar button next to **Delete Data for**, and use the controls to set the starting and ending date and time. Click **OK** to close the calendar controls, and then click **Delete Data for**.
 - To delete all data, click **Delete All Data**.
3. When prompted to proceed with the data deletion process, click **OK**.

Delete field data

Field data for the HistoryOfFields table is retained indefinitely unless it is deleted. In a high-volume processing environment, the number of field data records may increase significantly over a period of time and potentially become unmanageable. To avoid this issue, you can delete field data that is older than a certain number of days.

You have two options for deleting field data:

- Use the Data Processing settings on the Admin screen to perform a one-time operation that removes field data older than the number of days you specify.
- Use Insight Data Loader to schedule the Delete Old Fields plan to run on a recurring basis.

Delete field data manually

Use this procedure to perform a one-time operation that removes field data older than the number of days you specify.

Note After data deletion, some details related to field data and batch events may be unavailable when you drill down to the Batch Overview, Batch History, Extraction statistics or other screens that use HistoryOfField data.

1. On the Viewer, click **Admin > Data Processing**.
The **Data Processing** screen appears.
2. To delete field data older than a certain number of days, enter the number of days next to the **Delete Fields Older Than** button.

The minimum number of days is 7. If you enter fewer than 7 days, the value is ignored and no records are deleted.

Using the default value of 30 days, any field data that is 31 days or older is deleted. The calculation is based on the date a record is received by the Event Listener.

3. Click **Delete Fields Older Than**. When prompted to proceed with the data deletion process, click **OK**.

Delete field data on a recurring basis

Use this procedure to schedule the Delete Old Fields plan to run on a recurring basis.

1. Data older than the number of specified days is deleted when the **Delete Old Fields** plan is run. Specify the number of days as described in [Delete field data manually](#).
2. Start Insight Data Loader.
3. Click the **Execution plans** tab.
4. On the list of plans, in the row for **Delete Old Fields**, click the ellipsis next to **Manual**. The "**Scheduling options**" window appears.
5. Select the frequency for running the **Delete Old Fields** plan, and click **OK**.

Set up alerts

On the Admin tab, you can set up and manage email notifications to be sent automatically if certain conditions occur. For example, if Service Level Agreements are not met because processing takes longer than expected, you can set up a notification alert to send to a list of email recipients.

You specify which metrics or records to monitor, such as the following:

- User Session Over Target: Indicates whether a finished session exceeded the defined targets
- Waiting Time in Queue: Number of seconds a batch has been waiting to be processed by the next module
- Total Batch Time: Amount of time the batch has been in the system. If limited to batches that have not been finalized, the value can be used for SLAs.
- LastVersionOfBatch filtered for IsFinished and not IsReleased: Indicates batches that were deleted.

Setting up alerts is a two-part process:

- [Setting up the email server](#)
- [Defining the alert conditions and recipients](#)

Set up the email server

Use Kofax Insight to configure the email server for sending notification alerts via email.

1. Start Insight Admin Console.
2. On the **Documents Tree**, click **Options**, and then go to the **E-mail Settings** section.
3. Select the **Enable SSL** check box if security is enabled with an SSL certificate.
4. Select the **Use authentication** check box if your email server requires authentication for sending email messages.
5. Select the **Send email at alert** check box to send an email when the alert conditions are met.

6. Enter the server name and port used for outgoing email, along with the user name and password for the sender.
7. In **Administrator email**, enter the email address that should be used for the sender. If alert recipients reply to an email message, replies will be sent to the Administrator email address.
8. In **License notification email**, optionally enter the email address for the person who should be notified if the number of Insight users exceeds the number specified in the product license.
9. In **Viewer URL**, type the web address for the viewer.
10. Click **Send test** to verify that the email settings are valid.
The "Send test email" window appears.
11. In the Email field, type an email address where the test message should be sent, and click **Send**.
If the test is successful, the intended recipient receives the test message.
12. On the toolbar, click **Save**.
13. On the **Documents Tree**, click **Distribution**.
14. In the **Alerts distribution options** section, select the **KAFC** check box to ensure that alerts are active for the current Kofax Analytics for Capture project.
15. If prompted to do so, restart IIS.
16. Click **Save**.

Define alert conditions and recipients

Use the Admin tab in the Kofax Analytics for Capture Viewer to set up record or metric alerts.

Note If a filter is in place at the time you define an alert, the alert does not reflect any subsequent changes made to the filter. For example, if you are restricted from a certain batch class such as Invoices, any alerts you create will exclude batches for Invoices. If you are later given access to the Invoices batch class, any subsequent alerts you create do not reflect the change (batches based on the Invoices batch class continue to be excluded).

1. On the Kofax Analytics for Capture dashboard, click the **Admin** tab.
2. In the **Alert Settings** group, click one of the following.
 - **New metric alert**: Use this setting to associate an alert with a metric.
 - **New record alert**: Use this setting to associate an alert with a record.

The alert window appears.

Note If necessary, see [Records and metrics](#) to determine if you need a record alert or a metric alert.

3. In the alert window, click the **Alert Properties** tab.
 1. **Title**: Type the title to use as the subject of the email notification, such as Batch Export is Late.
 2. **Severity**: Use the list to assign a severity level to indicate how serious the issue is.
 3. **Description**: Enter an optional description.
 4. **Check for alerts every**: Enter settings to indicate how often and when the existence of the conditions should be checked.

Note To ensure that the alert is sent successfully, we recommend that you set "Check for alerts every" to 1 hour, starting from a 30-minute interval such as 12:30 AM; and then select the "Check backward" check box and set it to at least 2 hours.

4. Click the **Condition** tab.

For Record Alerts:

1. Use the **Record** list to select the record to monitor.
The **Parameter** list is refreshed.
2. Select **Send record data by e-mail** to include the information in the notification message.
3. Select a parameter, click in the **Condition** column, and select an operator such as **WaitingSeconds** and =.
4. Select a value to monitor, such as **360**.

For Metric Alerts:

1. Use the **Metric** list to select the metric to monitor, such as **Waiting Time in Queue**.
2. On the **Interval** list, select the interval to compare to, including a previous interval.
3. On the **Broken by** list, you can select a dimension to break down or refine the data further.
4. Select an operator and margin, such as more than 80 percent.
5. In the **Comparison** section, indicate whether the metric should be compared to a fixed value, another metric, or the same metric from a different time period.

5. Click the **"Do not send"** tab.

Use the settings on this tab to define situations in which the alert is not sent, even though the requirements for the alert are met. For example, you may decide not to issue an alert in the following situations:

- The same alert was previously issued within a recent time period that you specify.
- The same alert was previously issued and is still unresolved.
- The same alert was previously issued.

Note The meaning of "same" is important. For a Metric alert, the "same" alert is defined against the same metrics and the same value in the "Broken by" field. For a Record alert, the "same" alert is based on the same record with the same Parameters selected.

6. Click the **Delivery** tab.

1. In the **Deliver alert message to** section, list the roles and email addresses for the intended recipients.
2. In the **Alert message escalation** section, list the roles and email addresses for recipients to notify if the situation is not resolved within a certain time frame, which you define.

7. Click **OK**.

The new alert is added to the **Alerts** list on the **Admin** tab.

Manage special fields

Use the Special Fields screen to ensure the security of data that appears on the dashboard. Also, you can select a field to use for filtering data on the [Extraction Benchmark](#) or [Classification Benchmark](#) views.

You can apply security to field values that contain confidential information such as bank account numbers or personal data. The Secure Fields list includes fields for all documents. If you apply security to any field on the list, the value is masked with asterisks when it appears in a view (the field label appears in the view as usual) and in the database. The Secure Fields list is updated nightly.

When you update the selections on the Special Fields screen, they go into effect the next time that Kofax Capture session data is processed by the Event Listener. Any previously processed session data is unaffected.

1. In the Viewer, click **Admin > Special Fields**.
2. Use the **Filter Field** to specify a Kofax Capture field to use for restricting data that appears on the **Extraction Benchmark** view or the **Classification Benchmark** view. For example, if you select **Vendor** as the Filter Field, you will be able to restrict data on either view based on Vendor name values.

Your **Filter Field** selection is reflected on the **Extraction Benchmark** or **Classification Benchmark** view as soon as the next Kofax Capture session is processed by the Event Listener. The Filter Field is not applied to previous sessions.

3. Specify the fields to secure.
 1. On the **Secure Fields** list, in the **Field Name** column, locate a field (such as **Birth Date**) for which values should be excluded from the dashboard.
 2. For the selected field, in the **Make Secure** column, select the check box to change the value to **True**.
Fields set to **True** are restricted, and their values are masked with asterisks on the dashboard. Values are not masked for fields set to **False**.
 3. Repeat the process for each field value to be masked on the dashboard.

View system information

You can view a listing of all workstations in your installation (central and remote sites) that have sent session data to the Event Listener. For each workstation, the list gives the site ID, machine name, IP address, and version numbers for Kofax Capture, Kofax Transformation Modules, and the Workflow Agent.

Based on this information, you can easily identify workstations that may require updates to support the current Kofax Analytics for Capture features.

1. On the Viewer, click **Admin > Systems**.
2. Review the following details for each workstation in your installation:
 - **Site**: Lists the site ID for the workstation location.
 - **Machine**: Lists the machine name for the workstation.
 - **IP Address**: Lists the IP Address for the workstation.
 - **KC Version**: Lists the currently installed version of Kofax Capture.

- **KTM Version:** Lists the currently installed version of Kofax Transformation Modules.
 - **WFA Version:** Lists the currently installed version of the Workflow Agent (or Event Sender).
3. Optionally, click **Clear** to remove the current information on the **Systems** list. Once session data is sent again to the Event Listener, the **Systems** list is refreshed. This option may be useful following an upgrade from an earlier version of Kofax Analytics for Capture.

Configure labor costs

Use the Labor Cost Configuration screen to define an average hourly labor cost per module. The hourly amounts are used to perform real-time calculations to derive an overall labor cost for an entire operation, as reflected on the [Labor Costs](#) view.

1. In the Viewer, click **Admin > Labor Cost Configuration**.
The **Labor Cost Configuration** screen displays each module in the batch processing workflow with the default value for the average hourly labor cost.
2. On the **Module** list, select the modules for which you are configuring hourly labor costs.
3. Locate the row for the applicable module, and in the **Costs** column, click the amount to update the hourly cost.

Change password

Use this procedure to update the password to access the Kofax Analytics for Capture Viewer.

Note If Insight user authentication is in place, a user configured with the ability to change passwords cannot access this option unless the user is also assigned to a role that grants access to the Admin tab and the "Change password" item in the Kofax Analytics for Capture Viewer.

1. In the Viewer, click **Admin > Change Password**.
The **Insight Viewer** password screen appears.
2. **Login:** Enter the login name for the user whose password you are updating.
3. **Password:** Enter the current password for the user specified in the preceding step.
4. **New password:** Type a new password for the user.
5. **Confirm:** Retype the new password.
6. Click **Log In** to access the Viewer using the newly updated password.

Appendix A

Dashboard Designer

The Dashboard Designer, a browser-based design canvas tool within Insight Studio, is used to create custom views. This tool offers components to help you build an effective, comprehensive set of dashboard views for Kofax Analytics for Capture. Use the Dashboard Designer to:

- Reuse and combine dashboard components to display content in multiple views.
- Filter, aggregate or animate charts and grids to respond to data displayed in other charts.
- Customize templates to create specific user interactions and reports.

Important The views provided with Kofax Analytics for Capture are based on values that come from predefined Kofax [records and metrics](#). When designing custom views, do not modify the predefined views, records, or metrics that come with the product. Instead, [copy](#) a predefined view, save it with a different name, and then modify the components as necessary. See [Policy on customizations](#).

Assign the "kafc designer" role to users who need to work with the Dashboard Designer (do not use the Administrator role). The kafc designer role grants limited rights to Studio for the purpose of adding custom views, records, or metrics. This role grants read-only rights to the built-in views, records, and metrics delivered with the product and does not allow modifications to them. If you need full access to Insight Studio, an additional license is required.

For detailed information about the Dashboard Designer features, see the Insight Studio online help.

Access the Dashboard Designer

You access the Dashboard Designer by starting Insight Studio.

Note The Dashboard Designer is not explicitly labeled within Insight Studio; navigate to the Views area to design a dashboard (see [Add a new view](#)).

1. To access the Dashboard Designer, do one of the following:

- Navigate to **Insight 5.4.0 > Studio**.
- In a browser, enter the following URL:

```
http://<server>/Insight/Studio/
```

where <server> is the name of your server

Be sure to verify that the website's binding host name is set to blank or localhost in your IIS settings. Otherwise, a login error may occur.

2. Enter the login credentials for Insight Studio. Use the credentials for a user who is assigned to the "kafc designer" role.

Add a new view

Use this procedure to create a new, empty view for your dashboard.

1. In Studio, in the **Documents Tree**, click and expand **Views > Custom Views**, and select **New View**. The **New View** window appears.
2. Assign a name to the new view and click **OK**. The new view appears on the canvas.
3. Use the Dashboard Designer to design the view based on the applicable Kofax [records and metrics](#). For detailed information about working with Dashboard Designer functions, see the Insight Studio online help.

Copy an existing view

Use this procedure to add a view based on a view that already exists. This procedure is useful for creating views based on the predefined, built-in Kofax Analytics for Capture views, which cannot be edited. Save the copy in the Custom Views folder.

1. In Studio, in the **Documents Tree**, click and expand **Views**.
2. Expand the applicable view folder, right-click the name of the view to copy, and then select **Copy**.
3. In the **Documents Tree** on the **Views** list, select the **Custom Views** folder, right-click and select **Paste**. The **New View Window** appears.
4. Assign a name to the new view and click **OK**. The new view appears on the canvas.
5. Use the Dashboard Designer functions to update the newly created view. For detailed information about working with Dashboard Designer functions, see the Insight Studio online help.

Add a module to a process

The default Swimlane or Workflow process views on the [Batches & Docs](#) tab are based on typical batch and document processing workflows in Kofax Capture. To customize these views to reflect the batch or document processes for your organization, you most likely need to use the Dashboard Designer to add one or more modules to a process. A license that supports full access to Insight Studio is required to make these adjustments.

Also, before proceeding with customizations, review the [Policy on customizations](#).

1. Start **Insight Studio**.
2. Select **Documents Tree > Translation Tables > ProcessStep**.
 1. If it doesn't exist, add the name of the process step that corresponds to the blocks you are adding to the translation table ProcessStep. Under the ProcessStep translation table, click **Add New Data**. A row is added to the ProcessStep translation table.

2. Add the name for the new block in both the **Item ID** and **Name** columns, and click **Save** on the toolbar.
When prompted to confirm the change, click **Apply**.
3. Select **Documents Tree > Translation Tables > ProcessModule**.
 1. Add mapping of the module name to process the step name in the ProcessModule translation table. Under the ProcessModule translation table, click **Add New Data**.
A row is added to the ProcessModule translation table.
 2. Add the Kofax Capture module name in the **Item ID** column. Verify that you spell the name as it appears in the Queues list on the Batch Class Properties window.
 3. Add the name that was added in the ProcessStep table in the **Name** column, and click **Save** on the toolbar.
When prompted to confirm the change, click **Apply**.
4. Select **Documents Tree > Processes**.
5. Add the blocks you need to both the Batch and Document processes. Each block needs to define a mapping of the underlying BatchSession or DocumentSession record fields to the fields of the process. Also, the appropriate check boxes need to be selected for each mapped field. Use existing blocks as a guide.
 1. In Processes, edit both the Batch Process and the DocumentProcess in a similar manner.
 2. On the design canvas, right-click where you want to add the block, and click **Add Step**.
The **Define process step** window appears.
 3. At **Name**, enter the name you added earlier to the ProcessStep table.
 4. Select the **Starts the process** check box.
 5. For **Sequence number in swimlane**, enter a number that is the same or smaller than the block that will go under the new block. Nothing prevents this from being the same as another block, but you might not get the results you want, so you might have to renumber other blocks to be sure they move down.
 6. On the **Mapping** tab, under **Record**, click the **ellipsis** to open the **Documents tree** window.
 7. Expand the **Process** folder, and select **BatchSession** or **DocumentSession**, as applicable, and click **OK**.
 8. On the **Mapping** tab, under **Field**, select **Module**.
 9. In the **Time field**, select **ReceivedTime**.
10. In **Value**, select the name of the step that you added in the ProcessStep table.
11. Map the following record fields to the corresponding process properties and select **New record updates the attribute of a process**:
For BatchProcess:
 - Batch Class
 - Module
 - Original Site
 - Priority

Map the BatchGuid to ProcessID and select both of the following:

- "New record updates the attribute of a process"
- "New record is linked to a process by that field"

For DocumentProcess:

- Batch Class
- Doc Type
- Original Site to SiteName
- Priority
- Special Field to Vendor

Map the DocumentGuid to ProcessID and select both of the following:

- "New record updates the attribute of a process"
- "New record is linked to a process by that field"

6. Define process transitions from and to the blocks you added, if necessary.

Draw lines between blocks to define valid transitions. To draw lines, select the starting block, and then click in the circle on one of the sides and drag to a circle on the destination block. Click **OK**.

7. Recalculate the process data by running both the Fix 1.2.1.1 Data for Processes plan and the Calculate 2.0 Process Data plan (in the order listed here) for the appropriate date range. With large data sets, it may be time-consuming to run the plans. You may decide to run the plans incrementally, for one date range at a time.

Appendix B

Workflow Agent configuration file

This appendix gives information about the elements in the Kofax Analytics for Capture Workflow Agent (or Event Sender) configuration file, KA4CConfig.xml, which is located here:

```
[Kofax Capture Server]\CaptureSV\Config\KA4CConfig.xml
```

Changes to settings in KA4CConfig.xml go into effect immediately. In a KCNS environment, the Workflow Agent sends the updated configuration file to remote sites.

For information about using KA4CConfig.xml to configure the Event Listener in a High Availability environment, see [Event Listener Failover and High Availability](#).

KA4CConfig.xml

Element	Description
BasicAuthentication	Not in use; tag existed in versions earlier than 1.2.1.
BasicAuthenticationPassword	Not in use.
BasicAuthenticationUser	Not in use.
DebugLogging	true = On false = Off (Default) When On, logs debugging information to the Workflow Agent log file, which is typically available here: c:\ProgramData\Kofax\CaptureSV\logs\Kofax Analytics \machinename_yymm.txt The log file size is not limited. If you update the DebugLogging value, it takes effect immediately. The value is case-sensitive and must be lowercase.
DisableSendingFromRemoteSite	true = On false = Off (Default) When Off, sends data directly from the remote site to the Event Listener. This setting is useful if you expect to split batches at remote sites. When On, sends event data only at the central site. If you have an occasionally connected or low bandwidth environment, this setting prevents additional connections from remote sites. This setting is also appropriate if you intend to run Kofax Capture Network Server in offline mode. The value is case-sensitive and must be lowercase.

Element	Description
<p>ExcludedFieldName</p>	<p>Note The ExcludedFieldName element is deprecated. Effective with Kofax Analytics for Capture 1.2.1, you can selectively exclude field names sent by the Workflow Agent on a per batch class basis (instead of globally) using the Configure Kofax Analytics for Capture function in Kofax Capture. See Configure the Workflow Agent.</p> <p>Defines a list of field names to exclude when the Workflow Agent sends data to the Event Listener. As a result, the size of the Data database is kept to a minimum. Otherwise, the Data database size could increase excessively, due to large numbers of internal fields or system fields that are not needed for metrics.</p> <p>In the following example, any field named "Site ID" is excluded across all batch classes, document classes, or folder classes.</p> <pre data-bbox="753 806 1419 877" style="background-color: #f0f0f0; padding: 5px;"> <ExcludedFieldNames> <ExcludedFieldName>Site ID</ExcludedFieldName> </ExcludedFieldNames> </pre> <p>Important You must place the list of field exclusions directly under the DisableSendingFromRemoteSite element in KA4CConfig.xml. Also, if you implement this list along with the list of values to ignore (as described for the IgnoreFieldValue element in this table), the list of field exclusions must precede the list of values to ignore in KA4CConfig.xml.</p> <p>The specified values are case-sensitive and must not contain the following characters: & < > " ' "</p> <p>The list of field exclusions goes into effect after you republish each batch class in which the specified field name is used.</p>

Element	Description
MaxRetriesWebService	<p>10 = Default</p> <p>General description:</p> <p>Maximum number of retries made by the Workflow Agent to send session data to the Event Listener <i>when Export is the next module in the batch processing workflow</i>. Once the maximum is reached and the number of retry seconds has elapsed without success, the exception handling is determined by the <SendBatchToQCOnError> element, which is the same as the setting configured on the Analytics tab in the Kofax Capture Administration module. For details, see Configure the Workflow Agent.</p> <p>If Export is not the next module in the batch processing workflow, only one attempt is made to send the session data; after one failed attempt, the data is stored in the batch custom storage string and sent later to the Event Listener.</p> <p>When <RetryAllModules> is set to true (or On), this description applies:</p> <p>Maximum number of retries made by the Workflow Agent to send session data to the Event Listener for any module in the batch processing workflow.</p> <p>Once the maximum is reached and the number of retry seconds has elapsed without success, the data is cached internally in custom storage strings. If Export is the next module in the batch processing workflow, the <SendBatchToQCOnError> value is used to determine if the batch is routed to Quality Control.</p>
RetrySecondsWebService	<p>0 = Default (no retries occur)</p> <p>In a High Availability environment, this value (expressed in seconds) should exceed the expected length of time for failover to occur.</p> <p>If both <MaxRetriesWebService> and <RetrySecondsWebService> are set, retries continue until the maximum number of retries is attempted and the number of retry seconds has elapsed.</p>
Password	<p>Encrypted password for user who is accessing the Event Listener. Uses the standard Triple Data Encryption Algorithm.</p>
Reserved	<p>Used to generate the password used to derive the key used to encrypt or decrypt the Username and Password elements. The Reserved element is generated by Kofax Analytics for Capture. Uses the standard Triple Data Encryption Algorithm.</p>
RequestTimeoutSeconds	<p>10 = Default 1 = Minimum</p> <p>Maximum time interval (expressed in seconds) that a connection can remain inactive without being dropped if no data is received from the application; or, the maximum time interval for a write operation to complete without raising an exception.</p>
ServicePath	<p>Web application path for the Event Listener.</p>

Element	Description
SendBatchToQConError	<p>true = On false = Off (Default)</p> <p>When On, if Export is the next module in the batch processing workflow, batches are routed to Quality Control after all retries fail to send session data to the Event Listener, as determined by the values for <MaxRetriesWebService> and <RetrySecondsWebService>.</p> <p>When Off, if Export is the next module in the batch processing workflow, after all retries fail to send session data to the Event Listener, the batch is routed to the Export module and the cached session data is lost upon batch export. In this case, the batch processing workflow is not affected. The number of retries is determined by the values for <MaxRetriesWebService> and <RetrySecondsWebService>.</p> <p>The default setting (false) is the same as not selecting the "Send batch to Quality Control on error before Export" check box on the Analytics tab in the Kofax Capture Administration module.</p> <p>The value is case-sensitive and must be lowercase.</p>
Url	URL for the server hosting the Event Listener web application.
Username	Username for accessing the Event Listener. Uses the standard Triple Data Encryption Algorithm.
DisableWFA	<p>true = On false = Off (Default)</p> <p>In the unlikely event that all Event Listeners are shut down, Kofax Capture caches session data each time a module is closed, which could lead to Kofax Capture performance issues. This situation can be prevented by globally turning off the Workflow Agent without having to update and republish the batch classes individually.</p> <p>Important Session data is not sent or recorded in Kofax Analytics for Capture while the Workflow Agent is disabled.</p>
MaxLogFileSizeMB	<p>100 = Default</p> <p>Lists the maximum size of the log file in megabytes.</p> <pre><MaxLogFileSizeMB>100</MaxLogFileSizeMB></pre> <p>If the maximum size is exceeded, the existing log file is renamed with the date appended to the file name.</p>
Salt	Reserved.
KeepAliveEnabled	<p>true = On (Default) false = Off</p> <p>When On, a Connection HTTP header indicates the client's preference for making a persistent connection to the service endpoint.</p>
SecureFieldNames	The Workflow Agent sends this list of secure fields to the Event Listener. Values for secure fields are masked when they appear in the Kofax Analytics for Capture dashboard.

Event Listener Failover and High Availability

When an installation includes multiple instances of the Event Listener and one instance stops working, the other active instances are available to take over the work from the failed Listener. In this situation, a short delay occurs before the other active instances take over.

During the delay, the Workflow Agents attempt to send session data as each batch is routed to the next queue. Once all retries fail, the session data is cached internally in custom storage strings. As a result, many custom storage strings can potentially be created. To avoid this situation, you can configure retries that apply to any module in the batch processing workflow, along with the amount of time to elapse for all retries. (By default, retries are attempted only for the module that precedes Export in the batch processing workflow.)

The amount of time spent on retries should exceed the time required for the active instances of the Event Listener to take over when one instance stops working. You can use the following elements to configure the retries:

- `RetryAllModules`
- `RetrySecondsWebService`
- `RetrySecondsFileSystem`

See the table in the preceding section for a description of these and other elements in `KA4CConfig.xml`.

Appendix C

Event Listener Web Service configuration file

This appendix gives information about the elements in the Event Listener Web Service configuration file, Web.config, which is available here:

c:\Program Files\KFX Web Agent\Web.config

Changes to Web.config settings cause the Event Listener Web Service to reset automatically, and the updated values are applied as soon as the Web Service is restarted.

Web.config

Element	Description
WriteDBInterval	5= Default The Event Listener attempts to process data at regular intervals, which are determined by the number of seconds specified here. If the default value is used, the Event Listener attempts to process data every 5 seconds.
KCDBReadInterval	30= Default The ratio of this value to the WriteDBInterval value defines how often (once per the number of processing cycles) the Event Listener attempts to read the Kofax Capture database. Using the default values for WriteDBInterval and KCDBReadInterval, 30 and 5 respectively, the Event Listener would attempt to read the Kofax Capture database once every 6 processing cycles.
SessionQueueProcessingChunk	1000 = Default The Event Listener attempts to read no more than the specified number of sessions from a queue in a single processing cycle.
IgnoreUserChangedFlag	false = Off (Default) true = On When Off, all field changes that occur in an attended module are based on the value for the UserChanged property. This property indicates whether a field change is made by a user or by the system as the result of a validation script or other automated process. When On, field changes that occur in an attended module are treated as manual user changes, and the value for the UserChanged property is ignored.

Element	Description
SaveBatchFieldChangesInAutomaticModules	<p>false = Off (Default) true = On</p> <p>When Off, only changes to batch field values that occurred in attended modules are recorded and saved, and the UserChanged property is analyzed or ignored according to the value for IgnoreUserChangedFlag.</p> <p>When On, all batch field value changes that occur in any module (attended or unattended) are recorded and saved, and the value for the UserChanged property is ignored.</p>
MaxBatchCacheSize	<p>3000 = Default</p> <p>This value is the maximum number of live batches that can be stored in-memory by the internal Listener. Any additional live batches are uploaded on-demand from the Staging database.</p>
MaxTempTableValues	<p>1000 = Default</p> <p>The maximum number of ID values explicitly looked up in a single query when the Kofax Capture database is queried.</p>
FinishedBatchFreshInterval	<p>900 = Default</p> <p>The number of seconds that elapse before finished batches are removed from the Staging database.</p>
UnfinishedBatchTimeLimit	<p>2592000 = Default</p> <p>The number of seconds that elapse before batches without reported activity are considered to be "timed out." If a timeout occurs, a fake "delete" event is processed to remove them from the live batch queue.</p> <p>The default value represents 720 hours, or 30 days.</p>
Login and Password	<p>Credentials required by the Workflow Agent to communicate with the Event Listener Web Service.</p> <p>Values are written when the User and Password credentials are specified on the Connectivity tab during the Event Listener installation.</p>
ProxyMode	<p>False = Off (Default) True = On</p> <p>If On, the Event Listener does no processing, and it stores incoming sessions in the Staging database to be processed by other Listeners.</p>

Appendix D

Records and metrics

The predefined views provided with Kofax Analytics for Capture are based on values that come from Kofax records and metrics described in this section. You can use the same records and metrics to create custom views.

Important When adding custom views, do not modify the predefined views, records, or metrics that come with the product. Instead, copy a predefined view, save it under a different name in the Custom Views folder, and then modify the components as necessary. See [Copy an existing view](#) and also the [Policy on customizations](#).

Metrics are aggregations of records usually in the form of a count, sum, or average.

The following table lists the records and metrics used in Kofax Analytics for Capture 2.0.0.

Main Data Records

Record	Description
This list of records in the Data database can be accessed directly if needed. Direct access to records for other tables in the Data database is not supported.	
HistoryOfBatch	Contains one record per session.
HistoryOfBatchTimeout	Same as HistoryOfBatch, but for batches that time out. Batches time out if they have not been accessed for 30 days.
LastVersionOfBatch	Contains limited information for each batch from the most recent HistoryOfBatch record.
InstantQueue	Contains limited information for batches that currently exist in Kofax Capture.
HistoryOfDocument	Contains one record for each document and each session, including the final session, during which the document was changed, exported, or deleted.
HistoryOfDocumentTimeout	Same as HistoryOfBatch, but for documents that belong to batches that have timed out.
LastVersionOfDocument	Contains limited information for each document from the most recent HistoryOfDocument record.
HistoryOfPage	Contains one record for each page and each session, including the final session, during which the page was changed, exported, or deleted.
HistoryOfPageTimeout	Same as HistoryOfBatch, but for pages that belong to batches that have timed out.

Record	Description
SeparatedPage	Lists each page that was moved from one document to another.
HistoryOfField	Contains one record for each field and each session, including the final session, during which the field was changed, exported, or deleted.
HistoryOfFieldTimeout	Same as HistoryOfField, but for fields that belong to batches that have timed out.
Document Field	Contains detail associated with the HistoryOfField record.

HistoryOfBatch Records

Record	Description
All time values for HistoryOfBatch records are converted to the time zone for the Data database.	
BatchClassName	Batch class name from Kofax Capture.
BatchCreated	If 1, indicates that the batch was created in this session.
BatchCreationDateTime	Time that batch was created. In every session of the same batch, this field is set to the same initial value.
BatchGuid	GUID for the batch from Kofax Capture.
BatchName	Name of the batch from Kofax Capture.
DayOfWeek	The day of the week on which the session was completed.
DocumentCount	Count of documents present when the session was completed.
ErrorMessage	Kofax Capture error message.
FieldCount	Count of all fields from all documents present in the batch when the current session was completed.
Fields Changed	Count of all fields changed during the current session that exist for all documents present in the batch when the current was completed.
HasBeenRejected	Set to 1 if the batch status is Error.
HasBeenUnrejected	Set to 1 if the batch status is no longer Rejected.
HourOfDay	Hour (0-23) that the session completed in the time zone for the Insight database server.
IsFinished	Batch was exported or deleted.

Record	Description
IsManualModule	Applies to a Kofax Capture or Kofax Transformation module that is unattended by an operator: Scan, Quality Control, Batch Manager, Validation, Verification, KTM Document Review, KTM Correction, or KTM Validation. Manual modules also include any custom module that does not specify either of the following functions: Automatic Index or Form Identification. Automatic modules, which are unattended by an operator, include KTM Server, KTM Server 2, OCR Full Text, PDF Generator, Recognition Server, or Split.
IsReleased	Batch was exported.
IsSplitChild	Set to 1 for the first session in which a child batch was created.
IsValidateModule	Set to 1 for Validation or KTM Validation. Also includes any custom module that specifies the Validation function.
MachineName	Kofax Capture machine name.
ModuleName	Kofax Capture module name.
NextQueue	Next module that will process the batch (reflected as <i>Queue</i> in Batch Manager).
NextState	Batch status as reflected in Batch Manager.
Operator	Kofax Capture operator.
PageCount	Count of all pages present in the batch when this session was completed.
Parent BatchGuid	For a split child batch, this is the GUID of the parent.
Priority	Kofax Capture priority level assigned to the batch. Priority values range from 1 to 10, with 1 being the highest priority. The priority determines the order in which the batch is processed at each module.
Priority Previous	Previous Kofax Capture batch priority.
PriorityHasBeenChanged	Set to 1 if the Kofax Capture batch priority in the current session is different than it was in the previous session.
ProcessingSeconds	Duration in seconds between the start and end of this session. This value is stored only if this session has the Operator field populated.
ReceivedTime	The time when this session was received by the Listener service.
SessionEndTime	The time when the session was completed.
SessionID	Unique session identifier generated by the Listener service. This can be used to join same session data from different tables.
SessionNumber	Number indicating the order in which the sessions occurred in Kofax Capture.

Record	Description
SessionStartTime	The time when the session was started.
Siteld	Identifier for the ID for the Kofax Capture site where the batch was processed.
SiteName	Identifies the name of the Kofax Capture site where the batch was processed.
StationId	Identifies the Kofax Capture station where the batch was processed.
TrackedFromCreated	When a batch is created in a session, this value is set to 1 for any subsequent session for the same batch. Set to 0 if the batch creation session was not received, which may occur under certain error conditions.
WaitingSeconds	Duration in seconds between the end of the previous session and the start of this one. This value is stored only if this session has the Operator field populated.

LastVersionOfBatch Records

Record	Description
All time values for LastVersionOfBatch records are converted to the time zone for the Data database.	
BatchClassName	Batch class name from Kofax Capture.
BatchCreationDateTime	Time that batch was created. In every session of the same batch, this field is set to the same initial value.
BatchGuid	GUID for the batch from Kofax Capture.
BatchName	Name of the batch from Kofax Capture.
DocumentCount	Count of documents present when the session was completed.
ErrorMessage	Kofax Capture error message.
IsFinished	Batch was exported or deleted.
IsReleased	Batch was exported.
MachineName	Kofax Capture machine name.
ModuleName	Kofax Capture module name.
Operator	Kofax Capture operator.
PageCount	Count of all pages present in the batch when this session was completed.
Priority	Kofax Capture priority level assigned to the batch. Priority values range from 1 to 10, with 1 being the highest priority. The priority determines the order in which the batch is processed at each module.
ReceivedTime	The time when this session was received by the Listener service.

Record	Description
SessionEndTime	The time when the session was completed.
SessionStartTime	The time when the session was started.
SiteId	Identifier for the ID for the Kofax Capture site where the batch was processed.
SiteName	Identifies the name of the Kofax Capture site where the batch was processed.
BatchReferenceID	Value assigned to parent and child batch in case of a split.
State	For batches in progress, same as NextState. For exported batches, value is Released; for timed out batches, value is Timeout; for deleted batches, value is Deleted.

HistoryOfDocument Records

Record	Description
All time values for HistoryOfDocument records are converted to the time zone for the Data database.	
BatchClassName	Batch class name from Kofax Capture.
BatchGuid	GUID for the batch from Kofax Capture.
BatchName	Name of the batch from Kofax Capture.
Class	Same value as DocType.
Class Previous	If HasBeenClassified or HasBeenReclassified, then a Class value from a previous session; otherwise null.
Classification Outcome	Deprecated; to be removed in a future product version.
DocClass	Document class in Kofax Capture.
DocNumber	Order of the document in Kofax Capture.
DocType	If specified, it is KtmDocumentType; else if specified it is KtmBestSuggestedClass; else if specified it is FormType. If still empty and current module is KTM Server and the session NextState = Ready or Completed then the special [unclassified] value is stored, meaning that the system did try classification, but failed.
DocType Before Reclass	Deprecated; to be removed in a future product version. Use DocType Previous instead.
DocType Previous	Contains the previous DocType value in all the records after a reclassification. Before reclassification, contains the current DocType value.
DocumentGuid	GUID for the document in Kofax Capture.
EndTime	Time when the session was completed.
Fields Confidence	Average confidence of all document fields.
FormType	Form type in Kofax Capture.

Record	Description
FormType Previous	Contains the previous FormType value for the records where FormTypeHasBeenChanged is set to 1.
FormTypeHasBeenChanged	Form type has been changed (previously had a non-null, but maybe blank, value that changed).
HasBeen(Re)classified	HasBeenClassified = 1 or HasBeenReclassified = 1.
HasBeenClassified	Set to 1 in the first record where document has any class assigned, including [unclassified].
HasBeenDeleted	Set to 1 if the container batch or this individual document gets deleted.
HasBeenExported	Set when the document is exported.
HasBeenFinished	Batch containing the document was exported or deleted.
HasBeenKtmClassified	Set to 1 if the module is KTM Server.
HasBeenProcessed	Set when the document ProcessingTime is not null and > 0. Also set when IsManualModule = 1 and includes any of the following conditions: <ul style="list-style-type: none"> • Any field changed • HasBeenReclassified = 1 • Batch GUID changed • Any page was moved to or from the document
HasBeenReclassified	Set when DocType was previously specified and then changed in this session.
HasBeenRejected	Set when the document is rejected for the first time.
HasBeenReviewed	Set when the document is reviewed or changed in KTM Document Review the first time.
HasBeenUnrejected	Set when document was rejected in previous session but is not rejected now.
IsReviewModule	Set to 1 for the Kofax Transformation Modules Document Review module session.
IsTouched	Set when the document HasBeenTouched or ProcessingTime is not null and > 0. Also set when IsManualModule = 1 and includes any of the following conditions: <ul style="list-style-type: none"> • Any field changed • HasBeenReclassified = 1 • Batch GUID changed • Any page was moved to or from the document
KtmBestSuggestedClass	Kofax Transformation Modules best suggested class.
KtmBestSuggestedClass Previous	Deprecated; to be removed in a future product version.
KtmClassificationConfidence	Kofax Transformation Modules classification confidence.

Record	Description
KtmClassificationIsConfident	Kofax Transformation Modules classification is confident. For Kofax Capture batches, set to 1 if registration confidence >= the page registration confidence configured on the form type in Kofax Capture.
KtmConfidence	Kofax Transformation Modules confidence.
KtmDocumentType	Kofax Transformation Modules document type.
KtmDocumentType Previous	Deprecated; to be removed in a future product version.
KtmReviewOutcome	Kofax Transformation Modules review outcome.
KtmReviewOutcome Previous	Contains a previous KtmReviewOutcome value in the records with HasBeenReviewed set to 1.
Label	For documents that are not in folders, indicates their position within the batch. For documents in folders, "F# D#" may have multiple F# bits if subfolders exist.
MergedDocumentGuid	The GUID of the document this one was merged into.
ModuleName	Kofax Capture module name.
Note	Kofax Capture document notes.
Note Previous	Contains a previous Document.Note value, if any, for the records where NoteHasBeenChanged is set to 1.
NoteHasBeenChanged	Set when Document.Note was specified for the first time or changed.
Operator	Kofax Capture operator.
OrderNumber	Kofax Capture document order number.
PageCount	Count of pages assigned in this document.
PageCount Previous	Deprecated; to be removed in a future product version.
ReceivedTime	The time when this session was received by the Listener service; may occur after SessionEndTime in error cases.
SessionID	Unique session identifier generated by the Listener service. This can be used to join same session data from different tables.
Siteld	Identifier for the Kofax Capture site where the document was processed.
SiteName	Identifies the name of the Kofax Capture site where the document was processed.
StationId	Identifies the Kofax Capture station where the document was processed.
Vendor	If the document contains a field name matching the name specified in the Special Fields table, this field is populated with the value of that field.

Record	Description
ProcessingTime	Time (in milliseconds) the operator spent processing this particular document in the current session. Only populated when used with certain Kofax Capture of Kofax Transformation Modules versions.
Fields Changed	Count of all fields in this document that changed during the current session.

LastVersionOfDocument Records

Record	Description
All time values for LastVersionOfDocument records are converted to the time zone for the Data database.	
BatchClassName	Batch class name from Kofax Capture.
BatchGuid	GUID for the batch from Kofax Capture.
Class	Same value as DocType.
DocClass	Document class in Kofax Capture.
DocNumber	Order of the document in Kofax Capture.
DocType	If specified, it is KtmDocumentType; else if specified it is KtmBestSuggestedClass; else if specified it is FormType. If still empty and current module is KTM Server and the session NextState = Ready or Completed then the special [unclassified] value is stored, meaning that the system did try classification, but failed.
DocumentGuid	GUID for the document in Kofax Capture.
FormType	Form type in Kofax Capture.
HasBeenDeleted	Set to 1 if the container batch or this individual document gets deleted.
IsTouched	Set when the document HasBeenTouched or ProcessingTime is not null and > 0. Also set when IsManualModule = 1 and includes any of the following conditions: <ul style="list-style-type: none"> Any field changed HasBeenReclassified = 1 Batch GUID changed Any page was moved to or from the document
KtmBestSuggestedClass	Kofax Transformation Modules best suggested class.
KtmClassificationConfidence	Kofax Transformation Modules classification confidence.
KtmClassificationIsConfident	Kofax Transformation Modules classification is confident. For Kofax Capture batches, set to 1 if registration confidence >= the page registration confidence configured on the form type in Kofax Capture.
KtmDocumentType	Kofax Transformation Modules document type.
KtmReviewOutcome	Kofax Transformation Modules review outcome.

Record	Description
Label	For documents that are not in folders, indicates their position within the batch. For documents in folders, "F# D#" may have multiple F# bits if subfolders exist.
MergedDocumentGuid	The GUID of the document this one was merged into.
Note	Kofax Capture document notes.
OrderNumber	Kofax Capture document order number.
PageCount	Count of pages assigned in this document.
ReceivedTime	The time when this session was received by the Listener service; may occur after SessionEndTime in error cases.
Siteld	Identifier for the Kofax Capture site where the document was processed.
SiteName	Identifies the name of the Kofax Capture site where the document was processed.
Vendor	If the document contains a field name matching the name specified in the Special Fields table, this field is populated with the value of that field.
Exported	True if Document.Exported is set or the batch is exported
Rejected	True if Document.Rejected is set.
ClassificationIsValid	Set if document ever had KtmClassificationIsConfident value applied in an automatic module (or in its first session in Scan or Quality Control) and if it afterward was routed to a manual module.
ClassificationIsChanged	Set if a reclassification occurred after a ClassificationIsValid value was applied.

HistoryOfPage Records

Record	Description
All time values for HistoryOfPage records are converted to the time zone for the Data database.	
BatchClassName	Batch class name from Kofax Capture.
BatchGuid	GUID for the batch from Kofax Capture.
BatchName	Name of the batch from Kofax Capture.
DocType	The classification of the document. If specified, it is KtmDocumentType; else if specified it is KtmBestSuggestedClass; else if specified it is FormType. If still empty and current module is KTM Server and the session NextState = Ready or Completed, then the special [unclassified] value is stored, meaning that system did try classification, but failed.
DocType Previous	DocType assigned to the document in the previous session, if any.

Record	Description
DocumentGuid	GUID for document if this page is assigned to a document; otherwise, null for loose pages.
DocumentGuid Previous	Contains a DocumentGuid from the previous session, if it was different, for any record where HasBeenSeparated is set to 1.
FormType	Kofax Capture form type.
HasBeenDeleted	Page was deleted, or the entire batch was deleted.
HasBeenFinished	Page was exported or deleted.
HasBeenMoved	Deprecated; to be removed in a future product version.
HasBeenRejected	Rejected property for page was set in previous session but not set in current session.
HasBeenSeparated	Set to 1 if the page was assigned to a different document in the previous session.
HasBeenUnrejected	Page was rejected in the previous session, but not in the current session.
ImageFile	Path to the original image file. Only valid while the batch is still in Kofax Capture.
IsManualModule	Applies to a Kofax Capture or Kofax Transformation module that is unattended by an operator: Scan, Quality Control, Batch Manager, Validation, Verification, KTM Document Review, KTM Correction, or KTM Validation. Manual modules also include any custom module that do not specify either of the following functions: Automatic Index or Form Identification. Automatic modules, which are unattended by an operator, include KTM Server, KTM Server 2, OCR Full Text, PDF Generator, Recognition Server, or Split.
MachineName	Kofax Capture machine name.
ModuleName	Kofax Capture module name.
Note	Kofax Capture page note.
Note Previous	Previous note value for all the records where NoteHasBeenChanged is set to 1.
NoteHasBeenChanged	Note was specified for the first time or changed.
Operator	Kofax Capture operator.
PageId	Kofax Capture page or image ID.
PageIndex	A numeric order of the page within a document (or within a batch if it is a loose page).
PageIndexPrevious	A previous numeric order of the page within a document (or within a batch if it is a loose page).
ReceivedTime	The time when this session was received by the Listener service.

Record	Description
SessionEndTime	Time when the session was completed.
SessionID	Unique session identifier generated by the Listener service. This value can be used to join same session data from different tables.
SiteId	Identifier for the Kofax Capture site where the page was processed.
SiteName	Identifies the name of the Kofax Capture site where the page was processed.
StationId	Identifies the Kofax Capture station where the page was processed.

HistoryOfField Records

Record	Description
All time values for HistoryOfField records are converted to the time zone for the Data database.	
ChangedCharacterCount	Once HasBeenChanged = 1, this field is assigned the Wagner-Fisher edit distance between Value and Value Previous, and it is carried over to subsequent records. If multiple changes occur, the new changed character count is applied and carried forward.
Confidence	Field confidence in Kofax Capture or Kofax Transformation Modules.
DocumentGuid	GUID for the document in Kofax Capture.
FieldName	Field name in Kofax Capture.
FieldType	Field type (Batch, Document, or Folder) in Kofax Capture.
FolderClass	Folder class in Kofax Capture.
HasBeenChanged	This field is changed within a manual module, or it is populated for the first time within a manual module (except for Scan).
HasBeenDeleted	Set to 1 if the container batch or document is deleted.
HasBeenFinished	Set to 1 if the final record is logged when batch is deleted or exported.
HasBeenRecognized	Set to 1 if this is an automatic module and field has a value populated or changed in this module.
IsChanged	Set only in the final record, if HasBeenChanged was ever set to 1.
IsRecognized	Set only in the final record, if the field was first seen and is not null in an automatic module. An empty field will count.

Record	Description
IsValid	For Kofax Transformation Modules: Set only in the final record if the field has been reported as valid from the automatic module. For Kofax Capture Recognition Server: Set only if the confidence is > the form type Automatic Index field recognition threshold.
IsValidated	Set to 1 only in the final record, but set for all fields that existed when the Validation module was run, which is defined as the session where IsValidateModule = 1.
ReceivedTime	The time when this session was received by the Listener service.
RowNumber	Kofax Capture field row number (for table field).
SessionID	Unique session identifier generated by the Listener service. This can be used to join same session data from different tables.
TableName	Kofax Capture field table name (for table field).
TotalChangedCharacterCount	When HasBeenChanged is set to 1, this field is set to the total number of characters in the new value. This value is carried over to the final record.
Value	Kofax Capture field value.
Value Previous	The previous value of the field, set in records where HasBeenChanged was set to 1.
ValuePreviousManual	The previous value of the field if it came from a manual module. Otherwise, it is null.

Additional Records

Records	Description
Batch Classification Change, Document Classification Change	Batch and document level information used in Classification Document Details pop-up, which is available from the Classification view in the Doc Class Statistics table.
Batch Document	Contains document properties; used in Batch Overview.
Batch History	Contains session information; used in Batch Overview.
BatchInfo, DocumentInfo	Contains batch and document level information. Used in detail windows for Swimlane and Workflow views.
Changed Field Batch, Document Field	Batch and field information for finished (exported or deleted) batches contain changed fields. Used in Field Details pop-up window, which is available from the Extraction view in the Field Statistics table.
Deleted Page 2	Contains one record for each deleted page; used in Deleted Batches & Pages view.

Records	Description
Doc Last Reclassification Time 2	Indicates the last time a document from a finished batch (exported or deleted) was reclassified. Used in Finished Document Last Review record.
Doc Passed KTM	All documents for finished (exported or deleted) batches that passed Kofax Transformation Modules Document Review module. Used in Finished Document Last Review record.
Document Field Change Count	Count of field changes per document.
Document Field Event History	Contains field used in Batch Overview.
Document Search Field	Contains field information; used in Search by Field view.
DPDetails	Record behind the Document Processing Details pop-up window, available from the Document Processing Time report.
Finished Document Last Review	Record behind the Classification vs Review view. Contains page level reclassification information for documents of finished (exported or deleted) batches that passed Kofax Transformation Modules Document Review.
Historic Queue Length, Historic Document Queue Length	Used in Hourly Queue and Hourly Document Queue metrics.
Instant History, Instant Queue with Queue Time	Session information for batches that are currently in Kofax Capture. Used in the Module Details pop-up window, which is available from the Overview view in the Batches by Module table.
Latency	Contains session information, including wait time between sessions; used in Process Latency view.
OPDetails	Record behind the Operator Productivity Details pop-up window, which is available from the Operator Productivity Summary report.
Overview	Contains all major events related to a batch (including documents, fields, and pages); used in Batch Overview.
Page Last Separation Time	Indicates the last time a page was separated in the KTM Document Review module. Used in Finished Document Last Review record.
ReclassifiedDocumentType	Record behind the Reclassified Document Types report.
Separated Page	Contains page separation info; used in Separations view.
Session over Target	Contains information about sessions that exceeded the target time for the given module; used in Sessions over Time view.

Metrics

Metric	Description
Classification and Classification Chart	

Metric	Description
Count of Classified Documents	Number of documents that were classified at least once in finished (exported or deleted) batches.
Count of Reclassified Documents	Number of documents that were reclassified at least once in finished (exported or deleted) batches.
Doc Classification Ratio	Ratio of Count of Reclassified Documents divided by Count of Classified Documents.
Count of Finished Documents	Number of documents in finished (exported or deleted) batches.
No Touch Processing	
Count of Touched Documents	Number of documents that were modified or reclassified in any way by an operator in finished (exported or deleted) batches. See also: Description of the record "IsTouched" in the preceding HistoryOfDocument table.
Docs Untouched Ratio	Ratio of Count of Touched Documents divided by Count of Finished Documents.
Avg Doc Confidence	Average document classification confidence for documents in batches that were finished (exported or deleted).
Classification Benchmark	
Classification (In)valid	Number of classified documents from batches that were finished (exported or deleted) and that had a valid or invalid classification occur in an automatic module. (unknown = null values are excluded).
Classification Invalid Changed	Number of documents from batches that were finished (exported or deleted) that had an invalid classification occur in an automatic module, and the classification was manually changed later.
Classification Invalid Changed Ratio	Ratio of Classification Invalid Changed divided by Classification (In)valid.
Classification Invalid Unchanged	Number of documents from batches that were finished (exported or deleted) and that had an invalid classification occur in an automatic module without any change later.
Classification Invalid Unchanged Ratio	Ratio of Classification Invalid Unchanged divided by Classification (In)valid.
Classification Valid Changed	Number of documents from batches that were finished (exported or deleted) that had a valid classification occur in an automatic module and the classification was manually changed later.
Classification Valid Changed Ratio	Ratio of Classification Valid Changed divided by Classification (In)valid.
Classification Valid Unchanged	Number of documents from batches that were finished (exported or deleted) and that had a valid classification occur in an automatic module without any change later.

Metric	Description
Classification Valid Unchanged Ratio	Ratio of Classification Valid Unchanged divided by Classification (In)valid.
Document Processing All data is based on sessions for finished (exported or deleted) batches that occur in manual modules, except Export and Batch Manager.	
DP Avg Time	Average session time.
DP Fields Changed	Count of changed fields.
DP Pages	Count of pages in all sessions.
DP Reclassifications	Count of reclassifications.
DP Separations	Count of separations.
DP Total Time	Total session time.
Extraction Benchmark Data is based on fields and documents in finished (exported or deleted) batches.	
Fields Finished (In)valid	Count of fields, whether valid or not (unknown = null values are excluded).
Fields Finished Invalid Changed	Count of fields that were considered invalid and were changed later.
Fields Finished Invalid Changed Ratio	Ratio of Fields Finished Invalid Changed divided by Fields Finished (In)valid.
Fields Finished Invalid Unchanged	Count of fields that were considered invalid and were not changed later.
Fields Finished Invalid Unchanged Ratio	Ratio of Fields Finished Invalid Unchanged divided by Fields Finished (In)valid.
Fields Finished Valid Changed	Count of fields that were considered valid and were changed later.
Fields Finished Valid Changed Ratio	Ratio of Fields Finished Valid Changed divided by Fields Finished (In)valid.
Fields Finished Valid Unchanged	Count of fields that were considered valid and were not changed later.
Fields Finished Valid Unchanged Ratio	Ratio of Fields Finished Valid Unchanged divided by Fields Finished (In)valid.
Finished Docs by Field	Number of distinct documents in which the specified field is present.
Finished Docs by Field?	Number of distinct documents in which the specified field is present. If a filter is applied to the metric, the metric value is null and no value is displayed on the dashboard.
Finished Docs Total	Number of distinct documents containing (in)valid fields.
Finished Docs Total?	Number of distinct documents containing (in)valid fields. Set to null if filtered for a single field. If a filter is applied to the metric, the metric value is null and no value is displayed on the dashboard.

Metric	Description
Extraction and Extraction Chart Based on fields for finished (exported or deleted) batches.	
Avg Field Confidence	Average recognition confidence.
Fields Finished Confidence	Average field confidence. Submetric of Fields Finished.
Fields Finished	Number of fields.
Fields Finished Changed	Number of changed fields.
Finished Field Change Ratio	Ratio of Fields Finished Changed divided by Fields Finished.
Fields Finished ChChars	Number of changed characters.
Fields Finished ChFldChars	Total number of characters in the changed fields.
Fields Finished Recognized	Average confidence for fields that were recognized (field value was changed by an automatic module). Submetric of Fields Finished.
Fields Finished Validated	Count of fields that were validated in a Validation module. Submetric of Fields Finished.
Operator Performance Data is based on all sessions for manual modules in Kofax Capture.	
Count of Field Changes	Field change count based on the final value at the end of each session. A field that changed 3 times in 3 different sessions has a count of 3. A field that changed 3 times in the same session has a count of 1, if no additional changes occurred in other sessions.
Count of Fields	Total field count based on all sessions (each field is counted once per session).
Field Change Ratio	Ratio of Count of Field Changes divided by Count of Fields.
Change Fields Ratio for Operator	Field Change Ratio for this operator divided by Field Change Ratio for all operators.
Avg Session Time	Average session time based on all sessions.
Min Session Time	Minimum session time based on all sessions.
Max Session Time	Maximum session time based on all sessions.
Avg Time per Page	Session duration divided by the number of pages in that session, based on all sessions.
Batches and Documents	
Count of Batch Rejections	Number of batch rejections.
Count of Document Rejections	Number of document rejections.
Count of Page Rejections	Number of page rejections.
Total Batch Time 2	Total batch time from creation to export or deletion, including batches that did not finish processing.

Metric	Description
Labor and Operations	
Count of Sessions Over Target	Number of user sessions in which the Processing Time exceeds the target processing time for a module (if defined).
Module Operator Count	Not currently defined.
Latency Histogram	In seconds, the time elapsed between the start of a session and the end of a previous session.
Module Total Costs	Cost of module processing, calculated by multiplication of hours of total processing of batches in a given module by the standard hourly cost for the module specified by user (default value is 20).
Separated Page Count	Count of records for page separations.
Session Time	Total time for all sessions.
Session Time In Hours	Value of the Session Time (in seconds) divided by 3600.
Batches Created	Count of batches created.
Documents Created	Count of documents created.
Operator Productivity Summary	
Data is based on sessions in all manual modules, except Export and Batch Manager.	
OP Documents	Total count of documents in all sessions.
OP Pages	Total count of pages in all sessions.
OP Session Time	Total duration of all sessions.
OP Sessions	Total count of all sessions.
OP Distinct Documents	Total count of distinct documents.
OP Avg Document Time	Ratio of OP Session Time divided by OP Distinct Documents.
OP Distinct Batches	Total count of distinct batches.
OP Distinct Modules	Total count of distinct modules.
OP Fields Changed	Total count of field changes in all sessions.
OP Reclassifications	Total count of all reclassifications in all sessions.
OP Separations	Total count of all separations in all sessions.
OP Avg Time per Batch	Ratio of OP Session Time divided by OP Distinct Batches.
OP Avg Time per Module	Ratio of OP Session Time divided by OP Distinct Modules.
OP Avg Time per Session	Ratio of OP Session Time divided by distinct sessions.
Queue	
Current Queue Batch Count	Number of batches currently in the queue.
Current Queue Doc Count	Number of documents currently in the queue.

Metric	Description
Current Queue Page Count	Number of pages currently in the queue.
Current Queue Batch Count Z	Same as Current Queue Batch Count, except it displays 0 instead of empty.
Current Queue Doc Count Z	Same as Current Queue Doc Count, except it displays 0 instead of empty.
Current Queue Page Count Z	Same as Current Queue Page Count, except it displays 0 instead of empty.
Historic Queue	Hourly count of batches in the queue.
Hourly Queue	Number of batches in the queue per module at the end of each hour.
Hourly Document Queue	Same as Hourly Queue, except it counts documents instead of batches.
Waiting Time in Queue	Waiting time for batches currently in the queue.
Waiting Time in Queue Historic	Maximum time a batch spent waiting to be processed in a queue. Applies to batches currently in the queue and to exported (but not deleted) batches. Excludes Batch Manager.

Appendix E

Disaster recovery

Use the guidelines in this appendix to ensure that your Insight 5 environment for Kofax Analytics for Capture is configured to support Disaster Recovery.

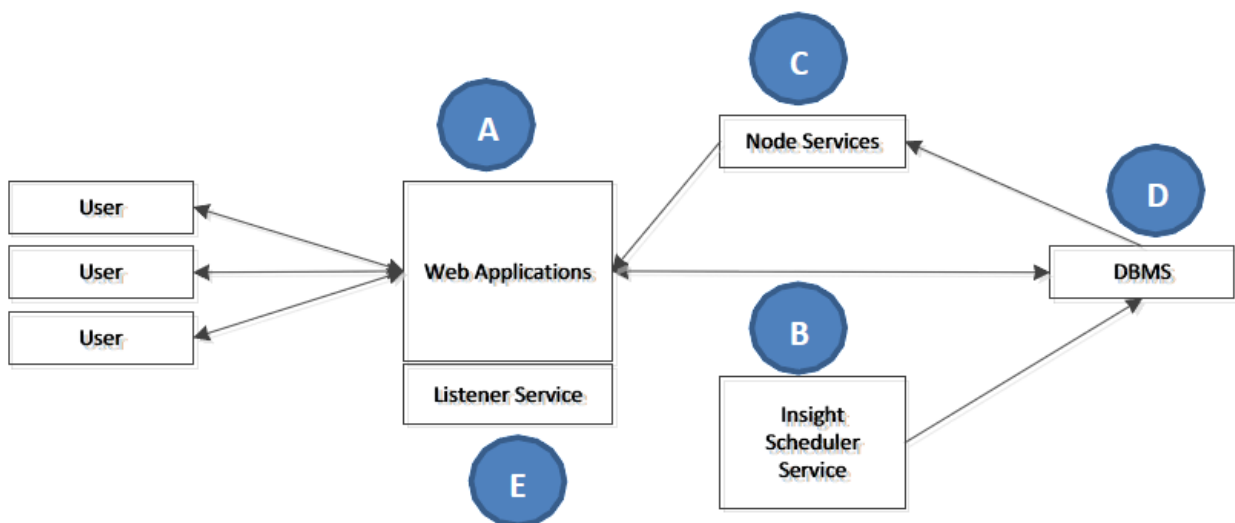
Insight 5 environment

The Insight 5 environment consists of:

- Set of web applications running under IIS
- Windows Service "Insight Scheduler" used for initiating the data load process into the Data database
- Optional set of Windows services or "Insight node" used for in-memory data processing
- Set of databases (an administrative database and two databases per project) located on the same or different DBMS servers
- Listener service running under IIS

Note There are no client components to be installed with Insight 5, as users access Insight via an HTML5 supported browser.

Insight 5 environment for Kofax Analytics for Capture



Installation configurations

The DBMS can be installed on the same server as the Insight Server components or on a separate server. Also A, B, C and D can be installed on the same server or on separate servers. The Insight 5 installer provides three options:

1. Full Environment: Installs A, B and C on the same server.
2. Insight Scheduler: Installs only Insight Scheduler (B)
3. Node Services: Installs only the Node Services (C)

For Kofax Analytics for Capture, a separate installer is also provided for:

1. Listener Service: A Web Service (E) that can be installed on any IIS server. The Listener service is independent of the Insight Web applications.

An important consideration for Disaster Recovery configurations is that the Insight Scheduler is the only Insight component that actually writes data into the Data database. Other components only read data from the Data database. As a result, only one active Insight Scheduler service at a time per project is required.

Disaster Recovery guidelines

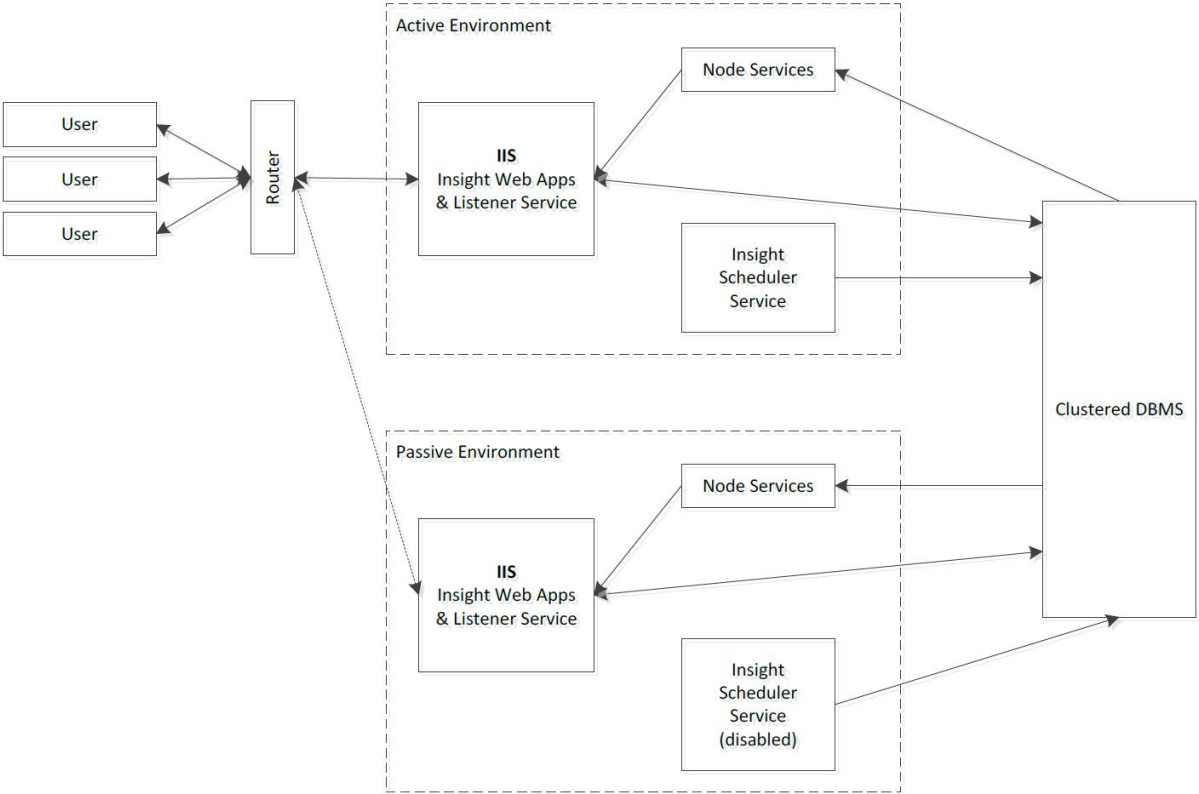
You can implement the Disaster Recovery mechanism using an Active/Passive setup with a clustered database.

You must install two Insight environments: one Active and one Passive. Both must be connected to the same databases.

Important The Insight Scheduler Service in the Passive environment must be disabled. Only one Scheduler Service should be running at any given time.

Set the router to route all incoming requests to the Active environment. If the Active environment becomes unavailable, switch the router to the Passive environment, where you also enable the Scheduler Service. Also, verify that the Scheduler Service on the failed environment is no longer running.

Note When installing the same project in multiple environments, make sure the property "Scheduler host" in each project copy points to the Scheduler Service for its own environment. The default option is *localhost*, which is appropriate if the Scheduler Service and web applications are installed on the same server.



Performance considerations

The overall performance of the Insight environment is largely determined by the performance of the DBMS. Contact your database administrator for information related to resource allocation, database tuning, and other best practices.

Policy on customizations

All documented records and metrics in a Kofax Analytics for Capture project, as well as all documented "data" database tables and columns, should be thought of as the "public API" upon which customizations can be built. New Kofax Analytics for Capture releases will make every attempt to preserve these documented objects without breaking changes. In the rare case that a breaking change is required, it will be clearly documented in the release notes. With every product release, any breaking changes from the past two major versions will be retained for reference.

Important You are responsible for creating and/or maintaining customizations. Kofax Professional Services can be engaged if you require assistance from Kofax to create or modify specific customizations.

Direct access to Kofax Analytics for Capture data sources is supported only for the Data database tables documented in [Records and Metrics](#). Direct access to data sources for other tables in the Data database, or in any other database, is not supported.

Customizations and product upgrades

In general, we strongly recommend that you do not change any of the following Kofax Analytics for Capture built-in objects or settings, because customizations are not supported and will be overwritten during subsequent product upgrades:

- Objects (such as records, metrics, views, or execution plans)
- Settings for formats, constants, parameters, remote services, or reports

Because changes to these objects and settings are overwritten during any Kofax Analytics for Capture product upgrade, you must allocate time to apply them again after an upgrade.

Recommendations for customizing a Kofax Analytics for Capture project

The recommendations in this section are made with the assumption that you have a good working knowledge of Kofax Insight, which serves as the "engine" for Kofax Analytics for Capture.

- Perform a full backup of your Admin, Meta, Data, and Staging databases for all projects on a regular basis and prior to deploying changes or performing upgrades.
- Be sure to thoroughly test any customizations in a pre-production environment.

- Ensure you have the proper license to add records, metrics and views. The standard license does not allow certain modifications.
- Before an upgrade, review the product documentation to identify any changes in the public API, including records, metrics or databases.
- When upgrading your Kofax Analytics for Capture product, retest any customizations in a pre-production environment.

Two approaches are available to customize a Kofax Analytics for Capture project:

1. Add to the standard Kofax Analytics for Capture project.
2. Create a separate project.

1. Add to the standard Kofax Analytics for Capture project

New objects such as records, metrics, views, execution plans, and others can be added to the standard Kofax Analytics for Capture project. These objects should be named with a specific, unique prefix to ensure that they will not conflict with any Kofax Analytics for Capture objects that may be added in future product releases. Examples: Custom_View1, Custom_Metric1

Changes to existing standard Kofax Analytics for Capture objects are not supported. To prevent accidental modifications to standard Kofax Analytics for Capture objects, we recommend that you log in as a user who is assigned to the "kafc designer role" (instead of the Administrator role) while performing object customizations. The "kafc designer role" does not allow modifications to standard, predefined Kofax Analytics for Capture objects, but it does allow creation of custom views, records, and metrics.

2. Create a separate project

In cases where you want to *change* any of the standard objects (without making a copy), you can create a new project and import the required objects from the standard Kofax Analytics for Capture project to the new project, where they can be modified. Similarly, use the same approach to add Kofax Analytics for Capture data to another project.

In either case, the alternate project accesses the Kofax Analytics for Capture Data database. Anything imported is effectively branched from the standard Kofax Analytics for Capture project. As a result, any changes delivered in new versions of Kofax Analytics for Capture will not be applied to the project copies.

Options for integrating customized views

With either of the preceding approaches to customization, one concern is how to integrate customized views into the standard Kofax Analytics for Capture main view. The following options are available:

1. Do not integrate customizations. Continue to use the standard Kofax Analytics for Capture main view. Provide a separate URL to access custom views.
 - Pros
 - Smooth upgrade transition
 - Cons
 - Customizations are not integrated

- Users have to manage 2 URLs
- 2. Add custom views to the Custom Views folder provided in Insight Studio, and customize steps in a custom execution plan.

In the Custom Views folder, ensure that "Hide item if no action and no visible children" is selected in the Property panel. If the customer creates views in the Custom Views folder, they are added automatically to the main menu. If no custom views exist, the item is hidden.

You can load custom data within a predefined execution plan:

- a. Navigate to Execution Plan > New Execution Plan to create a main plan, such as "One hour plan."
- b. Create a plan such as "One hour plan (internal)" that includes all the built-in steps.
- c. Create a plan such as "One hour plan (custom)" that includes no steps.
- d. Add two steps to the main, predefined plan (One hour plan):
 - Execute another plan and select "One hour plan (internal)."
 - Execute another plan and select "One hour plan (custom)."

In this case, the customer can add all manual steps to the custom plan.

All custom steps will be executed after the internal data loading and in the same process. The customer should change the schedule options for the main, predefined "One hour plan."

Pros

- In a custom installation, a main plan and custom plan are not required.
- Schedule options and custom steps are not overwritten during a product upgrade.

Options for customizing execution plans

To customize an execution plan, the recommended approach is to use a standard plan and add a single step that runs a custom execution plan. However, this customization would be overwritten during a product upgrade and would have to be reapplied.

Pros

- A custom plan is required for building on top of on-demand objects. Also, a custom plan is helpful for building on pre-calculated objects, so that custom objects are updated immediately after the data they are built on.
- Placing all custom steps in a separate execution plan minimizes the work after an upgrade (such as re-adding the custom step to call the custom execution plan from the standard execution plan).

Cons

- A custom execution plan requires changes in Insight Studio after an upgrade.