

# Kofax Analytics for Capture

## Release Notes

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## Chapter 1

# About this release

The release notes contain late-breaking information about Kofax Analytics for Capture. Please read this document carefully, as it contains information that is not available in other documentation.

## Version information

This Kofax Analytics for Capture product is identified by build number 2.1.0.0.164, which is listed in the About window on the Kofax Analytics for Capture dashboard.

## System requirements

The primary source of information about Kofax Analytics for Capture requirements and dependencies on other products, including Kofax Capture and Kofax Transformation Modules, is the *Technical Specifications* document, which is available on the Kofax website at [www.kofax.com](http://www.kofax.com). The document is updated regularly, and we recommend that you review it carefully to ensure success with your Kofax Analytics for Capture product.

## Product documentation

The *Kofax Analytics for Capture Administrator's Guide* explains how to install, configure, and use the product.

### Online documentation

The Kofax Analytics for Capture documentation is hosted online:

[http://docshield.kofax.com/Portal/Products/en\\_US/KAFC/210-eq9jzykrpf/KAFC.htm](http://docshield.kofax.com/Portal/Products/en_US/KAFC/210-eq9jzykrpf/KAFC.htm)

### Offline documentation

If the security policy for your organization restricts Internet access, you can access the documentation for use in offline mode (without an active Internet connection) while working with Kofax Analytics for Capture. To obtain the documentation for offline use, download it from the Kofax Fulfillment Site.

1. On the [Kofax Fulfillment Site](#), use the filtering options on the Downloads page to display the list of Kofax Analytics for Capture 2.1.0 files.

2. Download **KofaxAnalyticsForCaptureDocumentation\_2.1.0\_EN.ZIP** from the Downloads page on the Kofax Fulfillment Site.
3. Extract the contents of the compressed documentation file to a folder that is accessible to your Kofax Analytics for Capture installation.

## New Features

This section summarizes the new features in Kofax Analytics for Capture 2.1.0, along with the features that were introduced in version [2.0.0.2](#).

### New views and reports

The following views and reports are new in this version of Kofax Analytics for Capture. For more information, see the *Administrator's Guide*.

#### Views

- **Remaining Labor:** This view estimates the remaining work (in person hours) required to complete the processing in attended modules for documents received before a specific date and time. Based on historical data, this view lists the remaining labor times broken down by module and document type. You can filter the view by document type or batch creation date.  
Use this view to determine the appropriate staffing levels required to process documents that are currently in the system.  
The Remaining Labor view requires versions of Kofax Capture and Kofax Transformation Modules that support document processing times.
- **Capacity Planning:** This view, which estimates how many person hours are required to process documents, is broken down by document type. The system calculates the estimated person hours based on historical data.  
Use this view to estimate the labor costs for processing documents to be received in the future.  
The Capacity Planning view requires versions of Kofax Capture and Kofax Transformation Modules that support document processing times.
- **Group by Batch Field:** Based on a Kofax Capture batch field, this view provides historical trends for batches, documents, or pages broken down by day of the week and hour of day. The administrator defines the batch field represented on this view on the Admin > Special Fields settings screen.  
For example, to track batches by their ingestion method, the administrator could define a batch field named "Ingestion type" with values such as scan, email, fax, import, or other.

#### Audit views for admin users

The audit views display information related to Kofax Capture login attempts, along with details pertaining to user activity and batch class changes made in the Administration module.

The Audit views are available to Kofax Analytics for Capture admin user roles for use with Kofax Capture 11.0 or later, if the requirements listed in "Access Audit views" in the *Administrator's Guide* are met.

- **Login History:** Use the Login History audit view to track all users who log in to Kofax Capture and Kofax Transformation Modules. The view tracks both successful and failed login attempts. This view

is useful in an enterprise organization whose security policy requires authentication decisions to be tracked and logged.

- **Administration:** Use the Administration audit view to review actions taken from the Kofax Capture Administration module, along with the date, time, and user who performed each action. If a problem occurs in a production environment, the information in this view can help determine the source of the issue.
- **Batch Class:** Use the Batch Class audit view to review the changes in each published batch class and track changes made by a Kofax Capture administrator.

### License reports

Use the Station License Trending and Volume License Trending reports to track usage over time and determine whether you have sufficient station and/or volume licenses. All station and volume licenses managed by license servers are tracked on these reports.

- **Station License Trending:** Displays station license usage trends for each license server.
- **Volume License Trending:** Displays projected statistics for remaining volume licenses based on the global date range, which by default includes statistics for three months from the current date.

Projected volume license usage is calculated for 12 months from the current date. The administrator can use the Admin > Projection Settings screen to define another start date to use for calculating the projected usage.

If the remaining license volume value drops below a certain threshold, an email alert can be sent to inform designated recipients of the situation.

## License Servers tab added to Event Listener installer

During the Event Listener installation, use the License Servers tab to specify the names of license servers used in your Kofax Analytics for Capture installation. During the installation, the connections to the specified license servers are validated. Statistics tracked on the Station License Trending or Volume License Trending views are reported for each license server that you specify.

When performing a silent installation, use a configuration key to specify the list of license servers.

## Projection Settings

The Kofax Analytics for Capture administrator can use the Projection Settings screen (Admin > Projection Settings) to configure start dates that affect calculations related to:

- Average processing times used in the Remaining Labor and Capacity Planning views.
- Projected volume license usage, which appears on the Volume License Trending report.

## Update to Event Listener configuration file

The following elements are new to the Event Listener configuration file, Web.config. For details, see the *Administrator's Guide*.

- StationPollingIntervalSeconds
- VolumePollingIntervalSeconds
- KCDBTimeZone
- KCDBTimeZoneDSTAdjustmentRules

## Update to Workflow Agent configuration file

The element AlwaysSendBatchToQConError is new to the Workflow Agent configuration file, KA4CConfig.xml. For details, see the *Administrator's Guide*. (1163856)

## New features introduced in Kofax Analytics for Capture 2.0.0.2

This section lists the features that were introduced in Kofax Analytics for Capture 2.0.0.2.

### Enhanced fix pack installer

Significant usability improvements are now available help to streamline the installation process for Kofax Analytics for Capture fix packs.

### Support for Kofax Capture 11

Kofax Analytics for Capture 2.0.0.2 continues to support Kofax Capture 9 and 10.x along with support for Kofax Capture 11. This section describes two enhancements that are available if you are using Kofax Analytics for Capture 2.0.0.2 with Kofax Capture 11.

### Store user tracking and system statistics in separate databases

Kofax Capture 11 offers the ability to store user tracking statistics in a database that is separate from the system database. If this feature is enabled, you must configure the Kofax Analytics for Capture Event Listener to connect to the appropriate system and statistical databases, as described in the "Run the Event Listener installer" section of the *Administrator's Guide*.

For details about using the feature, see the *Kofax Capture 11 Release Notes* on the Kofax website at [www.kofax.com](http://www.kofax.com).

**Note** Kofax Capture 11 can be used with a version of Kofax Analytics for Capture earlier than 2.0.0.2, if the feature for storing statistics in a separate database is not enabled.

### Update dashboard in real time for exported, deleted batches

If you are using Kofax Capture 11, an enhancement is available to ensure that dashboard data is updated in real time, as soon as batches are exported or deleted. This improvement ensures the accuracy of values for Total Batch Time and counts for batches, documents, and pages on the Batch Overview and Operations views.

The enhancement is available if the following conditions are met in the order listed here:

- Kofax Capture 11 is installed.
- The Kofax Analytics for Capture 2.1.0 or 2.0.0.2 Event Listener is installed.
- The Kofax Analytics for Capture 2.1.0 or 2.0.0.2 Workflow Agent is installed (must be installed after Kofax Capture 11).
- Batch classes are published or republished after the Workflow Agent is installed. If the Kofax Capture 11 Versions feature is used to select an earlier batch class version, it must be republished.
- Existing batches are processed after the Workflow Agent is installed.



If the preceding conditions are not met, dashboard data is updated the next time polling occurs after batches are exported or deleted. As a result, updates to the dashboard data for exported and deleted batches may be delayed.

## Reduction in statistical database queries

An enhancement to the Event Listener significantly reduces the number of Kofax Capture database queries required to identify user, module, and batch class names that appear on the Kofax Analytics for Capture dashboard views. This enhancement is available for all supported versions of Kofax Capture. If you are working with Kofax Capture 11, the number of queries can be reduced further if you install the Kofax Analytics for Capture 2.1.0 or 2.0.0.2 Workflow Agent, and if you meet the requirements listed in the preceding section, "Update dashboard in real time for exported, deleted batches." (891263)

## Query updated to support partial deletion of field data

The "Delete Fields Older Than" query now supports the ability to delete field data incrementally. This approach prevents timeouts, which can occur during a field deletion operation if the number of records in the HistoryOfField table is significantly high. (894293)

## New elements introduced to Event Listener Web.config file

Two elements are new to the Event Listener Web.config file.

Element	Description
KCFinalizationHourlyCheckTime	Default = 0 The Event Listener uses an hourly interval to poll for finalized session data, and this value determines the exact time that polling occurs. Set the value to the number of minutes past the hour (from 0 to 59) when polling should occur. Use the default value of "0" to perform polling at the top of every hour. (963093)
KCDBReadAdminInterval	Default = 3600 (1 hour) Defined in seconds, an interval of time that has to pass for the Event Listener to poll the Kofax Capture database for module description data.

## Dashboard Enhancements

### Event Listener tab added to Systems view

On the Kofax Analytics for Capture dashboard, select **Admin > Systems** and use the **Listeners** tab to view a list of all Event Listener instances in your installation. The tab lists details for each Event Listener instance.

Based on the information listed, you can identify any Listener that may require an update to support the current Kofax Analytics for Capture features. For details, see the *Administrator's Guide*.

## Search function added to global filters

A search capability is available for global filters such as the Batch Class filter. After selecting the filter, click the magnifying glass icon to display an entry field where you type the search text. For example, if you have a lengthy list of batch classes, type T to display the filters that start with the letter T. (884886)

## Changes in behavior

This section describes product behavior that has changed since Kofax Analytics for Capture 2.0. For more information, see the *Administrator's Guide*.

### Chart replaced on Breakdowns view

On the Operations > Breakdowns view, the "by Batch Field" chart replaces the "by Origin" chart. Use the new chart to view the number of current batches, documents, or pages in the system grouped by batch field. The administrator defines the Kofax Capture batch field used for this view on the Admin > Special Fields screen.

### Improved bubble charts

To promote usability, improvements were made to the X and Y axis labels and other visual elements for bubble charts.

### Deprecated view removed

The following deprecated view is not included in version 2.1.0.

- Classification versus Review (Deprecated)

### Revisions to records and metrics

This section lists changes to the records and metrics since version 2.0. For a full listing and description of the records and metrics used in Kofax Analytics for Capture 2.1.0, see the "Records and Metrics" appendix in the *Administrator's Guide*.

#### **New records**

- StationLicense
- VolumeLicense
- Volume License Stat History
- Volume License Stat Predictive

#### **Deprecated metric**

The following deprecated metric is not included in version 2.1.0:

- Current Queue Page Count

## Chapter 2

# Resolved issues

This section lists previously reported issues that are resolved when you install Kofax Analytics for Capture 2.1.0. This version is cumulative and includes the resolved issues that were introduced in version [2.0.0.2](#) and [2.0.0.1](#).

## Resolved issues in Kofax Analytics for Capture 2.1.0

This section lists the issues that are resolved in Kofax Analytics for Capture 2.1.0.

### Exception caused Event Listener to stop processing

The Event Listener stopped processing and became unresponsive after the following error occurred: (1164806)

```
OnTimer.Error
System.NullReferenceException: Object reference not set to an instance of an object.
   at PADService.Batch.FinalFromLastSession(DateTime start, DateTime end, String oper,
String moduleId, String moduleName, String stationId)
   at PADService.Processor.AddToQueueAndCheckForSplitsAndNewBatchClass(Session s)
   at PADService.Processor.AddToBatchQueueAndCheckForFinishedAndWrite(Boolean fetchKC)
   at PADService.PADService.OnTimer(Object state)
```

### Batch not sent to QC when error occurred

When an exception occurred, a batch was processed to completion instead of being routed to the Quality Control module. (1164124)

### Times displayed as negative values

Because the Workflow Agent sorted batch history entries by EndTime, some times on the dashboard views were represented as negative values, due to time zone issues. (1159012)

## Some documents and pages were excluded from Document Processing Time report

Not all processed documents and pages were reflected in the Document Processing Time report. (1122540)

## Intermittent deadlocks during Hourly Plan

When the Hourly Plan was executed, deadlocks and errors occurred intermittently if a significantly high amount of data was being processed. (1112248)

To avoid the issue, you can add the following tag to the Event Listener Web.config file to prevent data from being written to the Data database while the Hourly Plan is running:

```
<add key="SkipWritingWhenEPISRunning" value="1"/>
```

## Event Listener not removed

After an attempt to uninstall the Event Listener for version 2.0, an error message did not appear, even though the Event Listener was not removed successfully. (1078379)

## Child batch not populated with batch fields from parent batch

When grandparent, parent and child batches existed, the child batch inherited batch fields from the grandparent instead of the parent. (980742)

## Version not listed in About box after upgrade

In some cases, the product version and build number did not appear in the About box in the Kofax Analytics for Capture dashboard after an upgrade to version 2.0.0.2. (908821)

## Delete Field Data entry field missing

On the Admin tab in the Kofax Analytics for Capture dashboard, the entry field for specifying the "oldest days to delete" was missing from the user interface. (908267)

## Instructions for mapping Classification Result extraction field not documented

The *Administrator's Guide* did not include instructions for mapping the Classification Result extraction field to a Kofax Capture index field. (900990)

## Installer failed to update connection to Kofax Capture database

During an upgrade from Kofax Analytics for Capture 1.2.1.1 to version 2.0 in an Oracle environment, the installer failed during the process of updating the Kofax Capture database connection. (893111)

## Queries caused intermittent slowdown in updating HistoryOfBatch table

Intermittent delays in writing to the HistoryOfBatch table were caused by interference from the query statements "INSERT INTO [AvgFieldConfidence] ..." and "INSERT INTO [FieldsFinished] ...". (864535)

## Resolved Issues in Kofax Analytics for Capture 2.0.0.2

This section lists the issues that were resolved in Kofax Analytics for Capture 2.0.0.2.

### Doc Type Previous values not accurate

After documents were moved, merged, or split in the Quality Control, Validation, or KTM Doc Review modules, the values for Doc Type Previous in the HistoryOfPage table did not reflect the modifications. (919537)

### Moved pages mistakenly reported as deleted

After pages were moved into a child batch, some pages in the parent batch were shown as deleted on the Batch Events list, even though the pages were not actually deleted. (908698)

### Bullets in metric grid not refreshed

When a custom view with a metric grid using bullets was implemented, the bullets were not refreshed when a filter was applied. (905920)

### Count inaccurate on Extraction - Field Change Details

When the Field Change Details window was opened from the Extraction view, the count for Batches with Fields Changed was inaccurate. (901436)

### Data deleted for live batches

When the "Delete Data For" option was used on the Admin > Data Processing screen, data for live batches was not preserved. (901434)

### Extra documents shown on Document Workflow

The counts for some queue blocks on the Document Workflow view were not accurate. (899284)

### Counts not clearly displayed on bar charts, graphs

The counts on several bar charts and graphs were difficult to detect because the numbers in the foreground were nearly the same color as the background. (896351)

## Data mismatch on Swimlane, Workflow views

For batches that were created and deleted within the same session, the total batch count on the Swimlane and Workflow views did not match the number of batches listed in the drill-down charts for the respective views. For example, if the total batch count for the Batch Swimlane was 5, the drill-down chart may have listed the count as 10 batches. (889410)

## Some batch creation events excluded from Batch Overview

For batches that were created and deleted within the same scan session, the batch creation event was excluded from the Batch Overview, even though the batch deletion event, along with the session start and end time, were reported accurately. (696600)

## Split document not reflected on Batch Overview

After a document was split, events related to the newly created documents were listed incorrectly on the Batch Overview as delete and merge events, respectively. (662493)

# Resolved Issues in Kofax Analytics for Capture 2.0.0.1

This update includes the issues that were resolved in Kofax Analytics for Capture 2.0.0.1.

## Counts inaccurate on Batch Trending and Stats view

On the Batch Trending and Stats view, the charts included inaccurate batch counts. (892631)

## Exception during hourly plan

An exception occurred when the hourly plan was run. (892606)

## Document Trending and Stats view included inaccuracies

On the Document Trending and Stats view, the Avg Docs by Module chart did not reflect the correct number of documents over time. Also, the Doc Type filter was not applied to the Avg Docs by Module chart. (890858)

## Data Processing: 'Delete Fields Older Than' could not be edited

On the Admin tab in the Kofax Analytics for Capture dashboard, the default value (30 days) for Delete Fields Older Than could not be updated. (890214)

## Chapter 3

# Known issues

This section describes issues that you may encounter while using Kofax Analytics for Capture 2.1.0. Workarounds are provided, as applicable.

## Workflow Agent installation fails with older Kofax Capture versions

If you attempt to install the Kofax Analytics for Capture 2.1 Workflow Agent for use with Kofax Capture 9.0.3.13, 9.0.3.14 or 10.0.2.x, the installation fails with the following error (1182957):

```
"Error 1722. There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected ...."
```

**Workaround:** Follow these steps to install the Workflow Agent successfully:

1. Verify that .NET Framework 4.0 or later is installed.
2. In the Kofax Capture Bin folder, do one of the following, as applicable:
  - Use a text editor to create a file named *RegAscCM.exe.config*, and save it with the proper file extension.
  - Edit *RegAscCM.exe.config* if it already exists.

The Kofax Capture Bin folder is typically one of the following:

C:\Program Files\Kofax\Capture\Bin

C:\Program Files\Kofax\CaptureSS\ServLib\Bin

C:\Program Files (x86)\Kofax\Capture\Bin

C:\Program Files (x86)\Kofax\CaptureSS\ServLib\Bin

3. Add or modify the following contents in *RegAscCM.exe.config*:

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <startup useLegacyV2RuntimeActivationPolicy="true">
    <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.0"/>
    <supportedRuntime version="v2.0.50727" />
  </startup>
  <runtime>
    <legacyCasPolicy enabled="true" />
    <NetFx40_LegacySecurityPolicy enabled="true"/>
  </runtime>
</configuration>
```

4. Run the Workflow Agent installer as described in "Install the Workflow Agent" in the *Administrator's Guide*.

## Potential issues when specifying license server during Event Listener installation

When specifying the license server during the Event Listener installation, two potential issues may exist, depending on your Kofax Capture environment. The details are described here.

### Kofax Capture 9 license server must be separate from Event Listener server

During the Event Listener installation, if you specify a license server that resides in a Kofax Capture 9.x server/workstation environment, the connection will be successful only if the Event Listener is installed on a separate server from the license server.

If you attempt to install the Event Listener on the same server as the license server, the installer becomes unresponsive. In this situation, you can resolve the issue by performing the Event Listener installation without specifying a license server, but license server data will not be available for use on the Station License Trending or Volume License Trending report views. If you require access to the license server data, you must reinstall the Event Listener later after updating your Kofax Capture installation. (1184472)

### License server, Event Listener must be installed on same server in standalone environment

During the Event Listener installation, if you attempt to specify a license server that resides in a Kofax Capture 10.x or later standalone environment, the connection cannot be made unless the Event Listener is being installed on the same server as the license server. If the servers are not the same, data cannot be retrieved successfully for use on the Station License Trending or Volume License Trending report views. (1169833)

In this situation, a warning message appears during the Event Listener installation if you attempt to enter the Kofax Capture license server on the License Servers tab. You have two options:

- Clear the message and finish the installation. However, if you require access to the license server data, you must reinstall the Event Listener later after updating your Kofax Capture installation with the most current supported fix packs.
- Before continuing, update your Kofax Capture installation with the most current supported fix packs, and then resume the Event Listener installation.

**Note** This issue applies only in a standalone environment and does not occur if you are working with a Kofax Capture 10.x or later server/workstation installation.

## Translated text not available on some screens

Although the Search by Field view is translated from English to other languages, some user interface elements are currently available only in English (1169680):

- Search by Field - Field Type labels
- Search by Field - Batch History - Status column



## KTM Correction data inaccurate

On the Remaining Labor and Capacity Planning views, the KTM Correction data is not accurate. (1151230)

## 'ACSystem' invalid as a custom Kofax Capture database name

If you specify *ACSystem* as the custom Kofax Capture database name during installation of the Insight component, an error similar to the following appears in the log file. (1077169)

```
2017-11-27 16:16:30,987 [5] INFO Can't connect to "data source=vm01tgc11;initial
catalog=ACSystem;user id=sa;password=*****;"
.NET MS SQL Server Client: Login failed for user 'sa'.
```

**Workaround:** When specifying a custom Kofax Capture database name, do not use *ACSystem*, which is the name associated with the Kofax Capture standard database. You can specify a different valid connection to the Kofax Capture database, and after the installation is finished successfully, use the Insight Admin Console to update the database name.

## Date filter not applied to unfinished batches, documents

On the Batch Workflow and Document Workflow views, the global date filter does not affect the transition counts for batches and documents that are still in progress. The global date filter applies only to finished batches and documents. (975290)

## Error after removing 2.0.0.2 Workflow Agent and restoring version 1.2.x

If you uninstall the version 2.0.0.2 Workflow Agent, and then install a version 1.2.x Workflow Agent, the following error appears when you start the Administration module:

```
The following custom components cannot be found or are not registered with
Kofax Capture:
```

```
KofaxAnalytics.CaptureSetupGeneral
```

```
KofaxAnalytics.CaptureSetupWfa
```

This error does not occur if you uninstall the version 2.0.0.2 Workflow Agent and then install the version 2.0.0 Workflow Agent. (974825)

**Workaround:** To prevent the error, uninstall the 2.0.0.2 Workflow Agent and install the version 1.2.x Workflow Agent in this order:

1. Process all batches.

2. Use the Administration module to unassign the 2.0.0.2 Workflow Agent from the applicable batch classes.
3. Uninstall the 2.0.0.2 Workflow Agent.
4. Install the version 1.2.x Workflow Agent.
5. Use the Administration module to assign the 1.2.x Workflow Agent to the applicable batch classes.

## Total Batch Time reduced after session is finished

If you export or delete a batch in Kofax Capture 11, and then open the Batch Overview while final calculations for the session are still in progress, an unofficial Total Batch Time value is listed with a notation of *Finalizing*. Once the calculations for the session are finished, the *Finalizing* notation is cleared, and the Total Batch Time value is updated and sometimes reduced. For example, it is possible that the Total Batch Time value would change from 01:18 while a session is in progress, to 01:13 after all calculations are final. (922326)