



Kofax Communications Manager Technical Specifications

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TUNGSTEN
AUTOMATION
FORMERLY KOFAX

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Document revision history

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Chapter 1

About Technical Specifications

Kofax Communications Manager is an enterprise class solution that empowers business users to easily create and manage communications and documents, such as policies, claims, bank statements, and other business correspondence across multiple channels, with minimal IT effort. It does this by generating relevant and personal outbound communication and documents, which are delivered through e-mail, print, portal, and other channels. The technical specifications in this document are specific to Kofax Communications Manager, version 5.8.0.

This document provides the requirements for the following parts:



- Kofax Communications Manager, server side
- Kofax Communications Manager, content editors
- Kofax Communications Manager, users



Chapter 2

Product requirements

Kofax Communications Manager, server side

This part describes the software that runs on a server or in a Docker container to provide the content management, document composition, and output management capabilities of Kofax Communications Manager.

Specification	Description
Hardware	<p>We recommend 4 CPUs, at least 16 GB of RAM and 50 GB or more free hard disk space.</p> <p>If the Batch & Output Management components will be used, then the required free disk space increases to at least 200 GB.</p> <p> The actual required disk space is dependent on the number of requests processed by the Batch & Output Management components.</p>
Server Operating Systems	<ul style="list-style-type: none">• Microsoft Windows Server 2022• Microsoft Windows Server 2019• Microsoft Windows Server 2016: Extended support is required. Extended Support end date is January 12, 2027. <p> Deployment of the server side on a client version of Microsoft Windows is not supported.</p>
Web Servers/Web Application Servers	<ul style="list-style-type: none">• Tomcat 9.0.x (64-bit) <p>Tomcat should be installed using the Windows Installer. The Service Startup option should not be checked during the installation.</p>
DBMS	<ul style="list-style-type: none">• Microsoft SQL Server 2022• Microsoft SQL Server 2019: Extended Support is required.• Microsoft SQL Server 2017: Extended Support is required.• Microsoft SQL Server 2016: Extended Support is required.

Specification	Description
	<ul style="list-style-type: none"> • Azure SQL database • Oracle 19c <p> 64-bit DBMS drivers are not supported for DID connections. These drivers must be configured as the 32-bit DBMS drivers.</p>
Required 3rd Party Technologies	<ul style="list-style-type: none"> • A version of the .Net Framework 4.x that is supported by Microsoft • Java 11 <ul style="list-style-type: none"> • Oracle Java <i>or</i> • Eclipse Temurin • Microsoft Visual C++ 2025-2022 Redistributable (86x) • DocBridge Toolkit .Net Windows license for Batch & Output Management
Word Processor Support - Regular on-server installation	<ul style="list-style-type: none"> • Microsoft Word 2021 (64-bit) • Microsoft Word 2019 (64-bit) : Extended Support is required. Extended support end date is October 14, 2025. • Microsoft Word 2016 (64 bit) : Extended Support is required. <p> Microsoft Word has to be installed including VBA support.</p>
Word Processor Support - Installation on Docker image	Microsoft Word is not supported on Docker.
Word Processor File Format	<ul style="list-style-type: none"> • Microsoft Word DOCX format (default XML-based file format)
Compatible Tungsten Software	<ul style="list-style-type: none"> • TotalAgility 8.0, 7.11, 7.10 • SignDoc 3.3, 3.2, 3.1
Virtual Systems	You can deploy Kofax Communications Manager on virtual machines running on operating systems mentioned above. The virtual environments must be correctly configured.

Specification	Description
Virus Scanners	<p>Virus scanner activities can have adverse effect on Kofax Communications Manager environments, resulting in reduced performance or termination of critical transactions.</p> <p>To avoid disruption to operations, you must verify the effective range of virus scanner activity so that there is a minimum impact on Kofax Communications Manager environments.</p>
Supported font formats for Batch & Output Management	<ul style="list-style-type: none"> • TrueType • OpenType

Kofax Communications Manager, ComposerUI for HTML5 integration

This section describes the software required for the integration of the KCM ComposerUI for HTML5 into the customer's business application.

Specification	Description
Required 3rd Party Technologies	<ul style="list-style-type: none"> • jQuery 3.x.x to support KCM ComposerUI for HTML5 JavaScript API • jQuery UI 1.10 or higher to support KCM ComposerUI for HTML5 JavaScript API

Kofax Communications Manager, content editors

This part describes the editors to maintain the content used for document composition in Kofax Communications Manager.

Specification	Description
Client Operating Systems	<ul style="list-style-type: none"> • Microsoft Windows 11 • Microsoft Windows 10: Extended Support is required. Extended support end date is October 14, 2025.
Word Processor Support	<ul style="list-style-type: none"> • Microsoft Word 2021 • Microsoft Word 2019: Extended Support is required • Microsoft Word 2016: Extended Support is required
Word Processor File Format	<ul style="list-style-type: none"> • Microsoft Word DOCX format (default XML-based file format)
Web Browser Support	<ul style="list-style-type: none"> • Google Chrome (stable channel) • Mozilla Firefox (ESR channel) • Microsoft Edge
Languages Supported	<ul style="list-style-type: none"> • English • Dutch • French • German • Italian • Brazilian Portuguese • Spanish • Japanese

Kofax Communications Manager, users

This part describes the components that end-users need to interactively compose documents with Kofax Communications Manager ComposerUI for HTML5.

Specification	Description
Web Browser Support	<ul style="list-style-type: none"> • Google Chrome (stable channel) • Mozilla Firefox (ESR channel) • Microsoft Edge