

Kofax Communication Server

Unicode Installation Guide

Version: 10.3.0

Date: 2019-12-13

The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a consistent weight throughout the word.

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Chapter 1

Preface

Before Kofax Communication Server 9.2.0, KCS did support foreign characters, however, it was required that KCS is configured to a particular code page / character set. While the code page concept allows KCS to work with a variety of character sets, it has the fundamental drawback that it can't work with all these characters at the same time. For example, having both Russian and Japanese characters in one message was not possible.

Newer releases of Kofax Communication Server can be configured to use Unicode (UTF-8) to store and process message data. Administrators and users can display these messages in both client applications, TCfW Communication Server Client and TC/Web client.

Any non-Unicode message received by KCS is converted to Unicode and then stored in KCS.

KCS Components Supporting Unicode

The core components support Unicode and use it internally:

- KCS core (TCOSS)
- TC/Archive
- IP/Printer (except in footer)

Clients

- TCfW Communication Server Client generally supports Unicode. However, some non-critical controls have not been updated.
- TC/Web
- Management Console

Messages sent via the following TC/LINK types can be sent in Unicode:

- Link types base on SMTP protocol (SM, OC, SDD, MFP, MX7, SC7)
- TC/LINK-LN
- TC/LINK-FI (file formats TOM, XML)
- TC/LINK-MD and TC/LINK-WM
- TC/LINK-MQ

Messages sent via other TC/LINK types continue using the local character set on the interface of the remote system.

The following directory synchronization types provide full Unicode support:

- Active Directory dirsync
- LDIF dirsync

Other

- EasyConfig
- KCS Backup
- KCS Capture Connector
- KCS Monitoring
- TC/Probe
- TC/Report
- TC/SNMP
- TC/Broadcast: TC/Route only
- TWS

Unicode Not Supported

The following components work with a KCS switched to Unicode. They convert Unicode to a local code page thereby not fully supporting Unicode:

- TC/LINK-FI (file formats HP, XEROX)
- TC/LINK-MX
- TC/LINK-RS
- TC/LINK-SC
- TC/LINK-SI
- TC/Link-SJ
- TC/Broadcast: TC/Resolve, TC/Notif, TC/OCRMF
- TCDCSIGN
- Message Release Manager application (TC/MRM)
- Message Wait Agents
- License Tool
- TC/LanPrint
- TC/FileBreak
- TC/PerfLog
- Telex

Voice components do not support Unicode:

- TC/VoiceAccess (including SPIs)
- VoiceXML
- VoiceLink2

The DotDot interface does not support Unicode.

Limited Unicode Support

No Unicode text is part of these applications:

- TC/Player (voice only, no text; configuration options don't support all Unicode characters)
- TC/Dialer (voice only, no text)
- TC/PDD (all KCS printers: you can print Unicode documents, but configuration options don't support all Unicode characters)
- Fax Viewer (image only, no text; configuration options don't support all Unicode characters)

Unicode text is preserved but the configuration options don't support all Unicode characters:

- TC/Mon (you cannot log in with a Unicode user)
- TC/SOAP

Chapter 2

Upgrade to Unicode

This section describes how to upgrade to Unicode.

Possible Unicode Activation Problems

When Unicode is enabled on an existing KCS core (TCOSS), a number of problems can occur as a result of increased length of the UTF-8 encoded strings compared to strings encoded in original code page.

Tip: You can use the Unicode Activation Check tool to verify if any of your strings would be truncated upon activating Unicode. You can use the output to locate and edit those strings before activating Unicode. See [Using the Unicode Activation Check Tool](#).

The following strings are in risk:

- **Recipient store fields:** The recipient ID and section fields (TS_RECIP_ID and TS_SECTION) will be cut if they exceed the maximum length of 127 bytes in UTF-8 encoding. Because these fields identify a recipient truncation could have the consequence that 2 or more identical recipients appear with the further consequence that all but the first are deleted.
All other string fields of the recipient like TS_COMPANY, TS_DEPM, TS_FULLNAME etc. may be truncated.
If the total stream length of a recipient exceeds the maximum size reserved in the record (996 bytes) one or more of the recipient's addresses will be removed. The last address in the list will be removed until the oversize condition disappears.
- **User profiles:**
The User ID, Group and Representative fields (TS_USER_ID, TS_GROUP and TS_REPRESENTATIVE) will be cut if they exceed the maximum length of 127 bytes in UTF-8 encoding. The cost center field will be truncated to 12 characters. String fields of events are also subject to truncation, e.g. free address fields in events will be truncated to 128 characters.
- **Service Store:**
The service name field (TS_NAME) will be cut if it exceeds the maximum length of 8 bytes in UTF-8 encoding. Because the name identifies a service truncation could have the consequence that 2 or more identical services appear with the further consequence that all but the first are deleted.
The string fields TS_PREFIX (max. length 32) and TS_DESCRIPTION (max. length 80) may be truncated.

In case that any Unicode activation problem occurs in the recipient store or in the service store trace lines starting with "Unicode activation error in ..." will be written to the trace file if tracing is enabled (no special trace level setting required). A system error message with error level 2 containing the same information will be generated. An event log entry will also be written.

Prerequisites

TCOSS 7.07 or later – To upgrade from an older release, please first upgrade to new release without activating Unicode, start TCOSS and wait until it is up and running. Then activate Unicode and restart TCOSS.

Upgrading to Unicode

This general procedure will guide you through the process of upgrading your existing Kofax Communication Server installation to Unicode.

1. Using the Windows Registry Editor, verify that the TCOSS code page is configured correctly in the value
HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCARCH\CodePage (REG_DWORD): 0 (Latin),
1 (Eastern Europe)
Create the value if it does not exist and configure it appropriately.

Note Do not upgrade to KCS 9.2.0 or later if Archive is running with wrong code page.

2. Install Kofax Communication Server (update for KCS and KCS Clients).
3. Run the Unicode activation check tool. This software will check if your TCOSS can be converted to Unicode without data loss. See [Using the Unicode Activation Check Tool](#).
4. Using the output of the Unicode activation check, perform remedial actions needed to prevent data loss.
5. If you are using Archive, enable Unicode in Archive. See [Upgrading Archive to Unicode](#).
6. Enable Unicode in KCS core (TCOSS). See [Upgrading KCS Core \(TCOSS\) to Unicode](#).
7. Configure your TCfW clients for Unicode. See [Configuring TCfW Communication Server Client to Unicode](#).

Using the Unicode Activation Check Tool

This tool can check if activating Unicode on your TCOSS will result in truncation errors (see [Possible Unicode Activation Problems](#)). The tool reports all user profiles, recipients and services which will be affected by a Unicode update. The string fields which are too long to survive Unicode update should be changed before the actual Unicode activation.

1. Start KCSUnicodeCheck.exe in the C:\Tcoss\System directory.
 - a. Specify the path to the KCS server, e.g. TCP/IP,10.20.168.192
 - b. Specify KCS user ID and password. This KCS user must have read rights to services, user profiles and all address books.

Alternatively, you can start specify the parameters in the command line, e.g.

```
C:\Tcoss\System>KCSUnicodeCheck TCP/IP,10.20.168.192 TCTECH password
```

2. Wait until the software verifies your system. The results are displayed on screen and also saved to file KCSUnicodeCheckOutput.txt in the same directory as the tool executable.
3. Open the output file in a text editor and perform any remedial actions as needed.

Upgrading Archive to Unicode

Since KCS 9.2.0, the Archive uses Unicode functions internally, even if Unicode is not activated. These functions rely on the correct setting of the TCOSS (legacy) code page.

1. Using the Windows Registry Editor, activate Unicode in Archive by setting the value HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCARCH\UnicodeSupported from 0 to 1.
2. Using KCS Monitor, stop, and then start the Archive.

From this point, Archive builds its index in Unicode and tries to log in to TCOSS via Unicode login. Archive remains compatible with non-Unicode TCOSS as well.

On startup, Archive writes its code page into TCARCH trace file, e.g.:

```
17/14:04:17.334 (1e1c/1ab8) TCARCH server code page 65001 (legacy code page 0)
```

A server code page value of 65001 (UTF-8) shows that Unicode is activated.

Deactivating Unicode in Archive

Deactivating Unicode in Archive is generally not needed, because a Unicode-enabled Archive is compatible with both Unicode and non-Unicode TCOSS.

1. If the index volume feature is active, check whether there are at least two regular volumes after the last index volume. If there is only one regular volume Unicode deactivation will have to wait.
2. Stop archiving.
3. Shut down Archive.
4. Use TcarchTool.exe (from the Archive installation directory) to set the state of the last closed volume.
5. If the index volume feature is active set registry value "CreateIndexVolumes" (REG_DWORD) from 1 to 5 to force creation of an index volume. It will be set back to 1 after the index volume has been created.
6. Set the "UnicodeSupported" (REG_DWORD) registry value to 0.
7. Restart TC/Archive.

A release downgrade after Unicode has been activated is not supported and may result in irreversible loss of data.

Upgrading KCS Core (TCOSS) to Unicode

1. Using KCS Monitor, stop TCOSS.

- The Unicode feature in TCOSS is activated using a new value in the system configuration. Using WConfig, change SYSCONF line 21, position 4 from 00 to one of the following values:

- 01 (Unicode enabled)
- 03 (Unicode enabled with safe startup)

Safe mode means that TCOSS will not start if any field of an existing recipient or service is too long and would have to be truncated. In this case TCOSS writes all problem fields to the trace file and stops with the error message “Unicode activation in safe mode failed”. Nothing will be written back to disk so that the Unicode activation can be reverted without data loss.

The checks performed by the Unicode activation check tool are more thorough than the checks during safe startup. If you have remedied all problems identified by the check tool, starting in safe mode should not fail.

Once the TCOSS is up and running, there is no difference between values 01 and 03.

- Do NOT modify the existing system code page value (line 10, position 3 and 4). This code page is used to present files and data records stored before Unicode update.**
- Install the configuration locally.
- Using KCS Monitor, start TCOSS.

On startup, the code pages in use are written to the TCOSS trace file, e.g.:

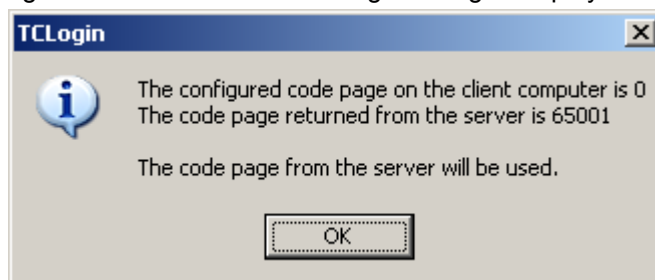
```
17/14:29:17.940 (1a4c/1b34) TCOSS server code page 65001 (legacy code page 0)
```

A server code page value of 65001 (UTF-8) shows that Unicode is activated. The legacy code page is the value configured in SYSCONF line 10, 3rd and 4th position.

Configuring TCfW Communication Server Client to Unicode

Your TCfW must be configured in order to fully support Unicode.

- Start TCfW Communication Server Client.
- Enter your log on credentials. The following warning is displayed.



- From the Admin menu, select Common Preferences.
- On the Messaging Server tab, set “TC code page” to “Unicode(UTF-8)”.
- From the Admin menu, select Application Preferences.
- On the Appearance tab, select a Unicode font for message header and message content.
- Using registry editor, configure the name of the font in the registry value “HKEY_LOCAL_MACHINE \SOFTWARE\TOPCALL\CodePages\65001\Font”. This font is used for Image view. (Alternatively,

you can configure this value using the Management Console, parameter “Font name” on the “Workstation” tab.)

Tip: Do not use fonts that start with “@”. In these fonts, some characters can be rotated.

Upgrading IP Printer to Unicode

The IP Printer uses the TCSI text preview with rendering to convert a KCS message to an image which is then printed. Unicode is fully supported within the message.

1. In the IP Printer configuration, set the TCOSS system code page to “65001”.
2. Configure the font used to render Unicode characters using the registry value HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\CodePages\65001\Font
3. Restart IP Printer to make the changes active.

Restriction: The configurable footer line added by the IP Printer to the printout (typically showing the internal file name of the KCS message, creation date and time, printing date and time, current page and total number of pages) is printed using the ISO-8859-1 (Latin 1) character set.

Configuring Font for Fax Rendering

Fax channels must be configured to render your Unicode text with a proper font.

1. Using WConfig, verify that rendering is enabled for all fax channels (TAMCONF line 3, position 2, bit 8). Refer to *TCOSS Configuration Manual*.
2. Using Windows Registry Editor, configure the font used for rendering:
 - a. Create the key HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\CodePages\65001.
 - b. Create value “Font” (REG_SZ) and set it to your Unicode font, e.g. “Arial Unicode MS”.
 - c. Optionally, create value “FontWeight” (REG_DWORD) to control font weight, ranging from “100” (thin) to “900”; the default value is “400”.
 - d. Optionally, create value “FontWidth” (REG_DWORD) to control font width. The default value is “0” = auto. The default for non-Unicode fonts is “17”. Keep in mind that the font height is fixed to 32 pixels.

The name and other parameters of the Windows font used for rendering is written to the TCOSS trace file, e.g.

```
04/10:15:56.920 (c48/850) rendering using font "Arial Unicode MS" (proportional) Height 32 avg. Width 11 max. Width 78 Weight 400 CharSet 0
```

The configured font is also used e.g. in IP Printer or TCfW client (image view).

Links

This section describes how to upgrade the links.

Upgrading TC/LINK-FI to Unicode

Since KCS 9.2 TC/LINK-FI supports TOM Unicode transaction files. By default, incoming transaction files are recognized as Unicode by the byte order mark (BOM) of the text file. Outgoing transaction files are by default written in PC code page as before, but can be configured to be written in UTF-8 or UTF-16.

TC/XML transaction files are handled by default as UTF-8 files as before.

1. Upgrade your link to KCS 9.2. Unicode is enabled by default.
2. Optionally, verify that Unicode is enabled via Windows Registry Editor. The value `HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCLINKFI\General\UnicodeSupported` must be set to 1. You can change this value to 0 to disable Unicode support.
3. Configure the encoding of outgoing TOM transaction files in the registry value `HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCLINKFI\Options\Out\TomCodePage`. The following values are supported:

`PCCodePage` – Windows code page as defined by registry key `General\PCCodePage` (default)

`Utf8Bom` – UTF-8 with byte order mark

`Utf16LeBom` – UTF-16 Little Endian with byte order mark

4. Configure the application reading the TOM transaction files to use the same encoding as defined by `TomCodePage`.

Upgrading TC/LINK-MQ to Unicode

Since KCS 9.2 TC/LINK-FI supports TOM Unicode transaction files. By default, incoming transaction files (to KCS) are requested to be in the configured PC code page, and outgoing transaction files (from KCS) are written in PC code page as before, however both directions can also be configured to request/write the TOM transaction files in UTF-8 or UTF-16.

Additionally it is possible for the inbound direction (to KCS) to turn conversion of transaction files off (registry `Options\NoConvert=1`). In this case IBM WebSphere MQ does not convert the file, TC/LINK-MQ pulls it as it is. UTF-8 or UTF-16 text files are recognized by their byte order mark (BOM), if not the file is interpreted in the configured PC code page.

TC/XML transaction files are handled by default as UTF-8 files as before.

1. Upgrade your link to KCS 9.2. Unicode is enabled by default.
2. Optionally, verify that Unicode is enabled via Windows Registry Editor. The value `HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCLINKMQ\General\UnicodeSupported` must be set to 1. You can change this value to 0 to disable Unicode support.
3. Configure the requested encoding when pulling the transaction file from IBM WebSphere MQ in the registry value

`HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCLINKMQ\Options\In\TomCodePage`.

The following values are supported:

`PCCodePage` – Windows code page as defined by registry key `General\PCCodePage` (default)

`Utf8Bom` – UTF-8 with byte order mark

Utf16LeBom – UTF-16 Little Endian with byte order mark

4. Configure the encoding of outgoing TOM transaction files as they are put to the IBM WebSphere MQ in the registry value HKEY_LOCAL_MACHINE\SOFTWARE\TOPCALL\TCLINKMQ\Options\Out\TomCodePage. The following values are supported:
PCCodePage – Windows code page as defined by registry key General\PCCodePage (default)
Utf8Bom – UTF-8 with byte order mark
Utf16LeBom – UTF-16 Little Endian with byte order mark
5. Configure the application on the other side of the message queue to use the same encoding as defined by TomCodePage.

MFP

The email-address can contain only a restricted set of characters. Therefore the additional addressing parameters (@FAX, @SMTP, #User-Id) are not allowed to contain Unicode characters. This is a restriction of the SMTP protocol.

Allowed however are Unicode characters in the display name of the email address and in the registry keys defining the text of the non-delivery notification (registry TCLINKMPF\MFP\NotifUserNotFound<X>).

SMTP-Based Links and Unicode

The link types SM, OC, SDD, MFP, SC7 and MX7 can be integrated with UTF-8 based TCOSS systems without character loss. A single message thus can contain texts in different languages, e.g. Russian, Japanese, Chinese, etc.

With legacy TCOSS code pages (0, 1, or Windows code pages), the product works as before.

Unicode support affects all in-process modules loaded by the link instance. DLLs created by Professional Services (e.g. link exits) do not yet support Unicode. Therefore, the Unicode support feature can be deactivated in link Setup.

Recommendation: If the link instance uses any non-standard modules, deactivate Unicode support by clearing the checkbox in Setup.

TC/Report and Unicode

TC/Report supports Unicode. Its database has been updated to support Unicode strings. Refer to *TC/Report Technical Manual*, section 7.3 *Database Upgrade to Unicode* for more information.

The Report Agent configuration panel in the Management Console offers an option to configure the Crystal Reports PDF export font. This font is used by the Crystal Reports runtime library for generating PDF reports. Select a Unicode font if you want them displayed correctly.

Upgrading KCS Monitoring to Unicode

KCS Monitoring supports Unicode. Application status strings can contain full UTF-16 character set. Most applications write only ASCII status lines, but e.g. TCOSS, TC/Archive and TC/Report can provide national characters in status lines.

Server names with national characters are now supported (e.g. application server name).

1. Install the latest KCS Monitoring.
2. Start Monitoring Configuration tool.
3. Click **File > Save full Configuration** to adjust the database schema.

Chapter 3

New Installation of KCS with Unicode

This section describes the installation of KCS with Unicode.

Unicode Only Versus Mixed Mode

Two configuration flags control the behavior of KCS core with regards to Unicode:

- Unicode enabled flag: SYSCONF line 21, position 4 (00=no, 01=yes)
- Legacy system code page: SYSCONF line 10, position 3 and 4

For Unicode KCS, the Unicode enabled flag should be set to 01 (yes).

When setting up a new KCS core (TCOSS), it is usually recommended to create a Unicode-only TCOSS. To do so, the legacy system code page must be set to 65001 (i.e. UTF-8, Unicode). A Unicode-only system is faster (no code page conversion). However, on such a system, only Unicode enabled clients and links are supported.

It is also possible to install a new TCOSS in mixed mode, i.e. with Unicode enabled but defining a specific legacy code page. This has the benefit of being compatible with non-Unicode clients and links.

Installing New KCS with Unicode

1. Install the Kofax Communication Server components.
 - a. Start Kofax Communication Server setup from the installation ISO.
 - b. Select at least the following components: TCOSS (KCS core), License Utility, KCS Monitor, TCfW Communication Server Client.
 - c. Click **Install**.
 - d. Provide the necessary configuration details during installation.
 - e. Click **Finish**.
2. Using WConfig – Line Editor, configure your KCS core.
 - a. Enable Unicode: set SYSCONF line 21, position 4 to “01”.
 - b. Set legacy system code page to Unicode: set SYSCONF line 10, position 3 and 4 to “FD E9” (equal to 65001 decimal, i.e. Unicode only TCOSS).
 - c. Configure font used for rendering faxes. Refer to [Configuring Font for Fax Rendering](#).
 - d. Install configuration locally.

3. Load licenses.
4. Start using KCS Monitor.

Installing New KCS with Unicode Using EasyConfig

When you install a new KCS using EasyConfig, you have to configure the following additional parameters:

1. Go to the **TCOSS Server Parameters** tab.
2. In the **Unicode mode** field, specify if you want to enable Unicode. The following options are available:
 - **Disabled**: Unicode disabled.
 - **Enabled**: Unicode enabled.
 - **Safe**: Safe mode means that TCOSS will not start if any field of an existing recipient or service is too long and would have to be truncated. In this case TCOSS writes all problem fields to the trace file and stops with the error message “Unicode activation in safe mode failed”. Nothing will be written back to disk so that the Unicode activation can be reverted without data loss.
3. In the **Windows Unicode font** field, specify a suitable Windows font that can display Unicode characters.

See *EasyConfig Technical Manual* for general installation procedure.

Note Once a system has been configured as Unicody only (by setting the parameter TCOSS Codepage to UTF-8, it is not possible to disable Unicode even if you set Unicode to disabled.

Note The parameter TCOSS Codepage can only be configured during the initial setup and it cannot be modified later.

TCOSS Server Parameters:	
Label:	TCOSS
TCOSS file path:	C:\TCOSS\Data\KCS File Structure
*TCOSS file size (MB):	500
*TCOSS file max. users count:	1000
Unicode mode:	Disabled
TCOSS Codepage:	TCOSS 0 (Western European)
Windows Unicode font:	Arial Unicode MS

Chapter 4

Restrictions

This section describes the restrictions.

Client Software

This section describes the restrictions in client software.

TCfW in Background Does Not Show Unicode Characters

TCfW Communication Server Client shows Unicode characters correctly when it's the active window. When another window becomes active, some characters in the TCfW window are displayed as question marks. As soon as TCfW regains focus, the characters are again displayed correctly.

Tip: Right to Left Writing Must Be Installed Extra

On some older operating systems the support for right to left writing must be extra installed on the operating system.

Tip: Use Correct Windows System Locale

To display non-English characters properly in the user interface controls of many KCS client applications, you must use the proper Windows system locale.

Mixed Mode: Saving Message After Update to Unicode

After migrating a non-Unicode KCS to Unicode, you cannot save a message with a name containing Unicode characters (for example, as the default template). Message names can only contain characters from the previously used KCS code page.

KCS Clients Do Not Support Unicode Paths

Many KCS Clients applications cannot handle folders and files if the path or file name contains characters other than those understood by the configured Windows system locale.

This applies to the installation path and also to folders used in the applications.

Applies to:

- TC/Viewer
- Setup

- TC/Player
- Outlook D printer
- TCfW (partially)

Links Software

This section describes the restrictions in link software.

Restricted Unicode Support by Conversion to Local Code Page

The following components are compatible with a KCS switched to Unicode, however, they convert Unicode to a local code page thereby not supporting full Unicode: TC/LINK-MX, TC/LINK-RS, TC/LINK-SI (generic interface to invoke SAP functions), TC/Link-SJ (ScanJet), TC/Broadcast, and the legacy Message Release Manager application (TC/MRM).

Use ASCII for Link Instance Names

Do not use non-English characters in link instance names. Instance names such as LINKFI宛之 are not supported. (SPR00113509)

TC/LINK-SM and ASP

If you are using TC/LINK-SM routing in a KCS for application service providers (ASP) environment, once you convert one instance of KCS to to Unicode, all other instances must be converted as well.

TC/SOAP

TC/SOAP can be integrated with UTF-8 based TCOSS systems without character loss. A single message can thus contain texts in different languages, e.g., Russian, Japanese, Chinese, etc.

The following restrictions apply:

- Names of the TC/SOAP and TC/LINK-XML instances must only contain characters of the local code page.
- The temporary directory name must only contain characters of the local code page.
- Computer name must only contain characters of the local code page.
- For the optional features, such as “KeepAliveCheck” or “Cancel message”, the configured parameters for logging in to TCOSS (user ID, password, server ID, and server path) must only contain characters of the local code page.

See TC/LINK-FI Manual for additional information about Unicode configuration.

Server Software

This section describes the restrictions in server software.

WConfig Not Updated to Unicode

The WConfig interface for Kofax Communication Server was not updated to support all Unicode characters. This affects configuration settings, such as the path to TCOSS configuration, channel description, fax header line configuration.

DotDot Interface Not Updated to Unicode

The TCOSS legacy DotDot command line interface was not updated to support all Unicode characters.

Service Name Limited to 8 Bytes

The name of a service (such as fax or email) is limited to 8 bytes. Note that this restricts the length of the name significantly, particularly if you are using Asian characters, because they require multiple bytes for a single character. For example, only 2 Japanese characters can be entered as service name.

KCS EasyConfig Unicode Support

When setting up a new Kofax Communication Server and the KCS file structure does not exist, you can select to create a pure Unicode or mixed mode TCOSS. This setting cannot be reverted as soon as it is saved.

Adding Link-SC would result in only being able to handle ASCII characters.

It is possible to switch between Unicode disabled/enabled/enabled in safe mode if the legacy code page (such as TCOSS code page 0) is configured.

Printer API Supports Only Local Code Page

The printer API was not updated to support all Unicode characters. You can only use characters of your local code page when typing address (to, cc, bcc) or subject. The body text does support Unicode characters.

Characters from Legacy Code Page When Upgrading to Unicode-only TCOSS

When you update a non-Unicode TCOSS to pure Unicode (TCOSS codepage = Unicode), some characters from the legacy TCOSS code page, for example in user profile, are not correct. This configuration change is not supported.

General

This section describes the general restrictions.

Trace Files

After upgrading to KCS 9.2.0 or later, all traces are written in Unicode. Whether Unicode is enabled in KCS is irrelevant for this change. However, only newly created or rewritten files are created as Unicode, the current trace file is not automatically converted. You can manually delete the trace files to ensure consistent Unicode only format.

License Maintenance Tool and Unicode

The license tool login screen was not updated to support all Unicode characters. You cannot log in as user with special characters in the name.

Computer Name Restricted to Windows Code Page

Whenever you have to specify computer name in KCS software, use only characters from the configured Windows code page.

No UTF-8 Support for Language Files

The language files for localizing user interfaces are in the Windows code page of that particular language. Do not use Unicode characters.

Tip: Windows Event Viewer

Default font of Event Viewer on English operating systems cannot display all Unicode characters.

Masks Can Contain Only Characters from Legacy Code Page

The Mask feature of TCOSS (similar to cover sheets) only supports characters from the TCOSS legacy code page. On a Unicode-only TCOSS, masks only support the ASCII character set.