Kofax TotalAgility

Release Notes

Version: 7.4.1

Date: 2017-10-31

KOFAX

© 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

Chapter 1: About this release.....5

Version Information.....5

Product documentation.....5

Online documentation.....5

Offline documentation.....5

Chapter 2: New features.....8

Form variants.....8

Enhanced Web Capture control.....8

Enhanced PDF Generation profile.....9

Scan statistics for the scan job.....9

Enhanced Scan/VRS profile.....9

Insight role mapping to a group in TotalAgility.....9

Chapter 3: Changes in behavior.....10

Remove requirement to restart the Core Worker service.....10

Support for SafeQ SSO for Konica Minolta MFPs.....10

Chapter 4: Resolved issues.....11

Untranslated help text for HP.....11

Operation timeout issue with HP MFPs.....11

Domain name missing when using HP split login.....11

Unexpected validation error on Canon MFPs.....11

Refresh button not visible.....11

Application URL settings not recognized.....12

Back button on Lexmark cSF MFP did not work.....12

Chapter 5: Known issues.....13

TWAIN flatbed scanning issue.....13

Unexpected results when overriding color mode on Lexmark Android MFPs.....13

Display rule issue on mobile devices.....13

Associated job was incorrect for Capture-enabled process.....13

Need to wait for scan job to complete before starting a new task.....14

Split login with the Scan activity does not display a valid error.....14

Error when scanning with a Device Create New Job form.....14

HP OXPd 1.4 deprecation.....14

Import Connector installation fails.....14

Issue when cookies or pop-up are not allowed.....15

Lexmark eSF client unresponsive after stopping IIS..... 15
Focus on incorrect field after error on Konica Minolta.....15
Unable to connect Xerox MFPs..... 15
Slowdown on Ricoh MFPs..... 15
Case Worker form does not load in an upgraded environment..... 15
Connection issue..... 16
Session ID issue.....16
Delete button is inconsistent on Lexmark cSF image preview..... 16
Chrome browser unresponsive on iPhone 4S and iPad.....16

Chapter 1

About this release

The release notes give you information about TotalAgility 7.4.1. Please read this document carefully, as it may contain information not included in other product documentation.

Version Information

The build number for TotalAgility 7.4.1 is 7.4.1.0.0.1010.

To verify the build number:

1. Use TotalAgility Designer to select **System Settings**.
2. Under Manage, click **Settings**.
3. On the General tab, in the Product Version field, locate the last 4 digits, which correspond to the build number.

Product documentation

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

Online documentation

The product documentation for TotalAgility 7.4.1 is available online:

https://docshield.kofax.com/Portal/Products/en_US/740-uc0n6j0c5s/KTA.htm

Once you install TotalAgility, the help system is launched automatically when you click the Help icon.

To view the TotalAgility Workspace help after upgrading to TotalAgility 7.4.1 from an earlier version, you must import the WorkspaceHeader form from the TotalAgility Workspace package.

Offline documentation

To access the documentation offline for 7.4.1, you can download it from the Kofax Fulfillment Site. For each language, a separate documentation package is available to download as a compressed file, such as KofaxTotalAgilityDocumentation7.4.1_EN.zip for English or KofaxTotalAgilityDocumentation7.4.1_FR.zip for French.

The English .zip file includes both help and print folders. The print folder contains all guides, such as the installation guide and administrator's guide.

Important The .zip files for other languages contain only the localized help files.

1. From the Kofax Fulfillment site, download the documentation .zip file for the applicable language.

   Note If you have existing TotalAgility 7.4.0 offline help files, use the following procedure to overwrite them.

2. Extract the contents of the compressed documentation file for 7.4.1 and do the following:
   - Copy the contents of the extracted TotalAgility_help folder to:
     `\\TotalAgility\Agility.Server.Web\Help\TotalAgility_designer`
   - Copy the extracted KTAW_EN (for Workspace help in English) folder to:
     `\\TotalAgility\Agility.Server.Web\Help`
   - Copy the extracted KTAWCC_EN (for Web Capture control help in English) folder to:
     `\\TotalAgility\Agility.Server.Web\Help`
   - Copy the extracted TotalAgility_opmt_help folder to:
     `\\TotalAgility\Agility.Server.Web.TenantManagement\TenantManagement\Help`
   - Copy the extracted TotalAgility_KEC_help folder to:
     `\\TotalAgility\Agility.Server.Web\Help\ExportConnector_help`
   - Copy the contents of the extracted ThinClientServer help folder to:
     `\\TotalAgility\TotalAgilityInstall\Agility.Server.Web\Forms\Controls\Capture\help`
   - Copy the contents of the extracted SDK_Documentation folder to:
     `\\TotalAgility\Agility.Server.Web\Help\API`
   - Copy the extracted ProjectBuilder folder to:
     `\\TotalAgility\Transformation Designer\help\en.`
   - Copy the extracted ScriptDocumentation folder to:
     `\\TotalAgility\Transformation Designer\help\en.`
   - Copy the extracted XDocBrowser folder to:
     `\\TotalAgility\Transformation Designer\help\en.`
3. Configure the web configuration file as follows:
   a. Navigate to the installation folder and open TotalAgility Web.config in a text editor from the following location: `\\TotalAgility\Agility.Server.Web`
   b. Locate the <appSettings> section and remove `http://docshield.kofax.com/KTA` from the key value:
      `<add key="OnlineHelpURL" value="http://docshield.kofax.com/KTA"/>`
      Alternatively, run the Configuration Utility (available from the Installation media: `\\TotalAgility\Utilities\ConfigurationUtility`) and remove the URL for online help from the OnlinehelpURL setting.

Note If you copy the extracted help to the directory but fail to remove the OnlineHelpURL setting from Web.config, clicking the Help icon will still direct you to the online help instead of offline help.

4. Save and close the configuration file.
   Clicking the Help icon will launch the help for the installed product.

Chapter 2

New features

This chapter describes the features and enhancements included in TotalAgility 7.4.1.

Form variants

Use the Form Variants feature to define variants that support changes to the state of controls, or to form labels. Variants are defined outside of the form so that the variants can be updated without having to release the form, and the form itself can be protected.

This feature supports the ability to change items on a form based on certain conditions. For example, while each business unit may use the same form for capturing customer information, the applicable terms or fields may vary from one business unit to another. Or, on a customer-facing form, the customer's region may determine whether certain fields are mandatory or optional.

Use the Designer to create a variant on a form, and then configure the state (Hidden, Disabled, Read-Only, Mandatory, or Optional) and the label text for each control.

Use the following TotalAgility SDK APIs to manage form variants:

- GetFormElements
- GetFormVariant
- GetFormVariants
- AddFormVariant
- UpdateFormVariant
- DeleteFormVariant

A new action, Apply Form Variant, that can be called on form load, is available to apply a variant to a form. When this action is executed, the form is displayed according to the variant applied.

Enhanced Web Capture control

A new toolbar button, Undock, is added to the Web Capture Control toolbar. This button allows you to undock (detach) the image or document viewer from the main form and move it to a separate browser window, so that image can be displayed on a second monitor.

Enhanced PDF Generation profile

A new option, Picture Format, is available in the picture settings of the PDF Generation profile. This option contains the lists of picture formats supported for black and white, gray and color pictures.

Scan statistics for the scan job

When scanning using a Scan Create New Job or Scan activity, you can view the following scan statistics related to the current scan job to audit if the number of documents scanned are same as the physical documents.

- Total number of pages being scanned or imported, including any blank pages.
- Number of auto removed pages due to blank page removal (image processing setting) or patch code deletion.
- Total number of pages in the job that includes pages from all sources.

Enhanced Scan/VRS profile

A new option, Maximum, is added to the Paper Size setting of the Scan/VRS Profile. Use the maximum paper size so that the scanned images include all documents in their entirety, which prevents data loss caused when any area of a document is missing.

Insight role mapping to a group in TotalAgility

You can map a new Insight role to a group in TotalAgility. On installing TotalAgility 7.4.1, a new stored procedure is available that accepts a session ID and group ID and returns true or false, according to your group membership.

Chapter 3

Changes in behavior

This chapter describes changes to the product behavior since the previous release.

Remove requirement to restart the Core Worker service

You are no longer required to restart the Core Worker Service after making changes to the Import Connector configuration.

Support for SafeQ SSO for Konica Minolta MFPs

Kofax TotalAgility now supports SafeQ SSO on Konica Minolta MFPs. Enable this feature in the Devices app by selecting Settings>Advanced and updating the following items:

- Namespace: mfp.konica_minolta.properties
- Name: sso.activedirectory.domain
- Value: The domain associated with the authenticated MFP user

A backslash (\) separates the domain from the user name for single sign-on, such as domain\username.

Chapter 4

Resolved issues

This chapter describes issues that are resolved in Kofax TotalAgility 7.4.1.

Untranslated help text for HP

The password field for split login had a new help screen which was only available in English. (970424)

Operation timeout issue with HP MFPs

An operation timeout occurred when HP OXPd 1.6 and 1.7 MFPs communicated with a Kofax TotalAgility server. (965780)

Domain name missing when using HP split login

When using split login with HP MFPs, could not specify the domain name so that it was appended to the user name with a backslash (\) as a separator. (965776)

Unexpected validation error on Canon MFPs

When a validation error occurred on the another page of fields on a Canon MFP, the error message appeared on the first page next to a field unrelated to the error. (912135)

Refresh button not visible

Upon upgrading TotalAgility 7.3.1 to 7.4.0, the Refresh button on an MFP Work Queue form was not visible at runtime as the button height was incorrectly set to 0 in the previous versions of TotalAgility. (900768)

Application URL settings not recognized

When entering URLs for different screen sizes in the Application URL table in the Lexmark Registration Client, only the URL in the "Other" field was recognized. The URLs for specific screen sizes were not recognized. If a URL was not supplied for the "Other" field, the registration failed. This issue occured with Lexmark Firmware 3 or earlier. (899932)

Back button on Lexmark cSF MFP did not work

The MFP Starter Pack used a redirect in the current view to improve performance. However, clicking Back did not work at the MFP Take Activity form. (899099)

Chapter 5

Known issues

This chapter describes issues that you may encounter while using TotalAgility 7.4.1 and provides workarounds, as applicable.

TWAIN flatbed scanning issue

The VRS TWAIN driver does not support scanning maximum paper sizes from a flatbed device. (975238)

Unexpected results when overriding color mode on Lexmark Android MFPs

If you associate a Device Scan/VRS profile with a shortcut on a Lexmark Android MFP, any images sent by the MFP are converted based on the color depth and resolution settings defined in the Device Scan/VRS profile. This occurs because when a Device Scan/VRS profile is assigned, TotalAgility performs image processing on the server after receiving the images from the MFP. (912438)

Workaround: If you plan to change color mode settings at the MFP front panel, do not associate a Device Scan/VRS profile with the process associated with the shortcut.

Display rule issue on mobile devices

The order that form actions execute, combined with timing, sometimes causes display rules not to run. This is an intermittent issue that occurs on the mobile devices. (912288)

Associated job was incorrect for Capture-enabled process

When you created a job on a capture-enabled process from the associated jobs for a case definition, the Scan Create New Job form appeared instead of an error. (912282)

Need to wait for scan job to complete before starting a new task

When using a Lexmark cSF Client on an MFP Scan Create New Job form, setting Upload and Progress Job to enabled allows a new scan job to start before the current job finishes uploading the images to the server. During the image uploading phase of the job, a spinning icon will appear on the MFP front panel, and this icon remains in view until the entire job is sent to the server. You can either wait for the job to complete before starting a new task, or return to the home screen, log back in, and start a new job. The previous job will still be completed. (912004)

Note The Upload and Progress Job setting only applies to MFP Scan Create New Job forms, not other MFP forms such as an MFP Scan Activity form.

Split login with the Scan activity does not display a valid error

On the Lexmark eSF and Emulator, split login should display an error when you take the Scan activity from an embedded process, because the document or folder is not yet been created. Instead of a descriptive error message, the application is unresponsive on the Lexmark eSF, or the user can scan, but a Web service exception appears when you click Send and Exit on the Emulator. (911996)

Workaround: Prior to selecting the Scan shortcut, select any personal shortcut and provide the correct password.

Error when scanning with a Device Create New Job form

When you scan with a Device Create New Job form that contains a hyphen (-) in its name, the following error occurs:

`"Method 'Kofax.EventsExecutor.onSaveFieldChanges_[DCNJ_form_title]_Batch1' not found"` (911994)

HP OXPd 1.4 deprecation

HP has ended support for OXPd 1.4 SDK. Kofax TotalAgility 7.4.x is the last version of the product to support HP OXPd 1.4. (911470)

Import Connector installation fails

When you install TotalAgility from a read-only network share, the Import Connector is not installed successfully. (911223)

Workaround: Add Write permissions to the network share.

Issue when cookies or pop-up are not allowed

When you disable cookies or turn on the pop-up blocker in a browser, some features in Kofax TotalAgility may not work correctly. (911043)

Workaround: Enable cookies and disable the pop-up blocker for the TotalAgility site.

Lexmark eSF client unresponsive after stopping IIS

Stopping IIS can affect the Kofax eSF app on Lexmark Android MFPs. If a user pressed Scan when IIS was stopped, the eSF application became unresponsive and the Return and Home buttons did not work. There was no error message. (907167)

Workaround: Wait for the app to time out, or turn the device on and off. Then, restart the Kofax eSF app.

Focus on incorrect field after error on Konica Minolta

When you dismiss a field validation error on Konica Minolta MFPs, the focus is on the previously edited field even if it contains valid data. (897381)

Unable to connect Xerox MFPs

When the IIS server is restarted, Xerox MFPs cannot connect to the TotalAgility server. The following error occurs: "HTTP error 404. The requested resource is not found." (896449)

Workaround: Press the Clear All button on the device. It should then be able to reconnect to the TotalAgility server.

Slowdown on Ricoh MFPs

Because the -http_client Apache setting on Ricoh MFPs prioritizes the memory footprint to reduce issues on device memory usage, the performance seems slower and the intervals between retries seem longer than those defined on the Advanced Settings tab in Devices. This has been detected on the following Ricoh models: 2554 (12x), 3003 (11x), 4002 (10x), and 2550 (4x). (890090)

Workaround: Set -http_client to default or ME10x mode.

Case Worker form does not load in an upgraded environment

When you upgrade to latest version of TotalAgility, the Case Worker form does not load. (887541)

Workaround: Import the latest TotalAgility Workspace package.

Connection issue

You cannot connect to an IMAP mailbox if the Processed Folder contains a space in its name. (882082)

Session ID issue

If the session ID is not mapped to the Web Capture control, the control looks for a specific global variable for the session ID. (836539)

Delete button is inconsistent on Lexmark cSF image preview

The Delete button on the Lexmark cSF image preview works inconsistently, depending on how the document is scanned. When the document is scanned on the flatbed, pressing Delete deletes that image. When the document is scanned from the ADF, pressing Delete cancels the entire job. (800873)

Chrome browser unresponsive on iPhone 4S and iPad

When closing the pop-up window on an iPhone and iPad that uses the older version of Chrome (such as 44), the Chrome browser becomes unresponsive. (642318)

Workaround: Use the latest version of Chrome.