

SafeCom Go HP FutureSmart

Kofax HP Unified Client 1.1 for SafeCom Release Notes

Version: 5.10.0.1000

Date: 2020-06-04

The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a slight shadow effect behind them, giving it a three-dimensional appearance. The logo is positioned in the bottom right corner of the page.

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Chapter 1

About This Release

The release notes give you information about Kofax HP Unified Client 1.1 for SafeCom version 5.10.0.1000. Please read this document carefully, as it contains information that is not included in other SafeCom HP Unified Client documentation.

System requirements

Installation requirements

Requirement	Description
OS	Kofax HP Unified Client 1.1 for SafeCom supports operating systems Windows Server 2019, Windows Server 2016, and Windows Server 2012 R2.
SafeCom G4 Server version and Device Web Server version	Kofax HP Unified Client 1.1 for SafeCom requires SafeCom G4 Server version 10.520.12.105 or above, and Device Web Server version 5.10.0.1000 or above.
Windows Update should not run during installation	Make sure to update Windows before installing any SafeCom components. Various problems may occur when updates are running in parallel with SafeCom installation.
Supported card readers	<ul style="list-style-type: none">• Kofax Micro Card Reader• Kofax MX Reader• Kofax MX Reader (Keyboard)• HP Reader (CZ208A/X3DO3A)• Elatec TWN3• Elatec TWN3 (Keyboard)• RFIdeas pcProx (Y7C05A)
Supported applications	Out-of-the-box authorization support for Kofax AutoStore, Kofax ShareScan and 3rd party applications installed on the device.
FutureSmart firmware version	Kofax HP Unified Client 1.1 for SafeCom only supports HP FutureSmart firmware version 24.10 or above.
Remove SafeCom Go FutureSmart embedded client	Any SafeCom Go HP FutureSmart versions previously installed must be removed from the device before installing Kofax HP Unified Client 1.1 for SafeCom.

Tested firmware versions

HP FutureSmart 4.10.

Initial configuration

HP UC does not use SNMP for device discovery, no SNMP traffic needs to be enabled for the product on the network.

Chapter 2

New features

Mass deployment tool for Kofax HP Unified Client 1.1 for SafeCom

The SafeCom Mass Deployment Tool (MDT) provides a convenient way for administrators to add a device to the SafeCom system, customize its configuration, then easily add any number of devices with the same configuration. For more information on the Mass Deployment Tool, refer to the SafeCom Go HP Unified Client Administrator's Manual.

Support for tracking Workpath applications

HP UC 1.1 supports tracking Workpath applications.

Support for devices with screen sizes 4.3" and 2.7"

HP UC 1.1 supports screen sizes of 8", 4.3" and 2.7", with resolution 1024x768, 800x600, 480x272 or 320x240.

Support for external authorization and authentication agents

HP UC 1.1 supports configurations where external authentication/authorization agents are set up on a HP FutureSmart device.

No need for SNMP

HP UC does not use SNMP for device discovery, no SNMP traffic needs to be enabled for the product on the network.

Chapter 3

Known Issues

This chapter lists the known issues in Kofax HP Unified Client 1.1 for Safecom. The workarounds are provided, as applicable.

Release 1.1

- **Logging in with card restores the device language to default:** In certain scenarios, due to the default HP device firmware behavior, when a user changes the device language before logging in, using a card to log in can revert the language back to the default.
- **One minute to wait after (re)start:** After restarting the device, it can take about a minute until a user can log in via SafeCom, because device services start up in the background. During this time, SafeCom can display an error "Server or network problems are preventing sign-in".
- **“Unexpected error. Please try again” error message can appear with Local device authentication :** When a login is initiated at the device, it is not recommended to change the authentication method to Local device, as this can cause unexpected behavior.
- **Empty pages tracked as monochrome in secondary prices:** The server calculates secondary prices without having detailed page information, so empty pages are counted as monochrome.
- **No CLI uninstallation for DWS:** This release does not support DWS uninstallation in the command line.
- **Cancelling quota communication causes unattended jobs:** If the user cancels any device job immediately after the Contacting quota server message appears, then the statistic event for job finishing never gets to the server. This results in unattended jobs.
- **Fail to add device by IP address on Windows Server 2012 R2:** If the server runs on Windows Server 2012 R2, then it is possible that specifying Device Web Server by IP address does not work.
Workaround: Use the host name of the DWS.

Chapter 4

Additional Documentation

For more information, refer to the following documents:

- SafeCom HP Unified Client Administrator's Manual