



# Kofax Unified Client for HP Release Notes

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**KOFAX**

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## Chapter 1

# About this release

Kofax Unified Client for HP is a Unified Client for ControlSuite. The Unified Client adds print and capture capabilities to HP devices through AutoStore, Equitrac, and Output Manager while still using device-specific features.

Please read this document carefully, as it contains information that might not be included in other ControlSuite documentation.

## Version information

The DWS build number for the Unified Client for HP 10.3.1.1392.

## System requirements

For information on supported operating systems and other system requirements, see the [Unified Client for HP Technical Specifications](#) document on the Kofax ControlSuite 1.4.0 [Product Documentation](#) page. This document also lists the versions of third-party software platform components that are supported for use with the Unified Client for HP. The document is updated regularly, and we recommend that you review it carefully.

## Product documentation

The Kofax Unified Client for HP product documentation set consists of online help and a Technical Specifications document to assist you with installing, configuring, and using the product.

### **Online documentation**

The full product documentation set for the Unified Client for HP 1.4.0 is available online:

[https://docshield.kofax.com/Portal/Products/en\\_US/ControlSuite/1.4.0-mayave5tcn/ControlSuite.htm](https://docshield.kofax.com/Portal/Products/en_US/ControlSuite/1.4.0-mayave5tcn/ControlSuite.htm)

## What's new

The updated Unified Client provides ControlSuite authentication, document and data capture capability and print release direct on the panel of supported HP devices.

This Unified Client is supported as part of Device Web Server (DWS) with:

- ControlSuite version 1.3 with Fix Pack 1 or later.
- Device Registration Service version 8.3 with Fix Pack 1 or later.

Or, individual server components:

- AutoStore version 8.3 with Fix Pack 1 or later.
- Equitrac version 6.3 with Fix Pack 1 or later.
- Output Manager version 5.3 with Fix Pack 1 or later.

Additional features include the following.

### User interface features

#### **Native apps can be added to Launcher Screen**

Native applications from the HP device, such as Copy, Fax & Scan can be added to the Kofax Launcher Screen allowing the user to simply navigate to device functions whilst on the main launcher screen of the Unified Client.

#### **Print Job Refresh button**

The print release screen will now show a refresh button in the center of the screen that allows the user to refresh the print job view and show new jobs added since logon.

#### **Inline delete key added to Print Release screen**

The deletion of print jobs within the print release screen has been enhanced with a swipe gesture and trash can icon for simple and easy deletion of jobs queued in the user's release queue.

#### **Scan Complete message added to inline notifications**

A new message has been added to inline notifications that will inform the user when their scan job is complete.

#### **User Interface enhancements**

Additional enhancements have been added to the user interface, such as ability to clear data from input fields via an **X** button, updating icon colors to match overall color theme and adding a busy indicator whilst print jobs load on screen.

### Authentication features

#### **Multi-factor authentication for Card Registration**

The user can be prompted for multi-factor authentication when registering their ID card against their user account when using Azure AD. Multi-factor authentication will be provided via an off-box mechanism such as desktop PC or mobile device.

## Document accounting features

### **Track native device Fax Jobs**

When using the ControlSuite authentication module the user sessions will record fax activity at the device. This activity can be recorded against the user, the dept that the user resides in or a billing code that the user has chosen for this transaction. The recorded transactional data is sent to the centralized database for reporting purposes.

### **Print Job Reconciliation**

When using Equitrac, the initial pricing for print jobs is provided by the Equitrac DRE service where the information is based on the initial job data, with reconciliation the final cost is reconciled using device data after the print job has been completed.

## Capture features

### **Folder searching with AutoStore**

The user is now able to search a directory folder structure and use filters to locate the folder that they wish to scan documents into with AutoStore.

### **Enhancements to Scan to email via AutoStore**

The administrator is now able to configure the Scan-To-Email form within AutoStore to hide or pre-fill the email address in the **To-field**. This enhancement can be used to always allow a specified email address and restrict the user from changing the email address when using the Scan-To-Email form.

### **Additional RRTs**

Page Count and Scan Time RRTs can now be used with the Unified Client.

### **Additional Scan Settings**

Settings for Media Source can now be set when scanning with the Unified Client.

## Installation and management features

### **Change application icon used on device home screen**

The system admin can change the application icon on the device home screen. This configuration is handled via DRS.

### **Embedded installation and configuration documentation and release notes**

The Unified Client for HP and associated services such as DRS are provided with a supporting set of product documentation that comprises online installation information, Getting Started Guide, and Release Notes.

## Supported devices

The list of compatible HP FutureSmart enabled devices will be available on the online Kofax supported device matrix. The matrix can be accessed at the following URL: [MFD and Productivity Supported Devices](#).



## Chapter 2

# Resolved issues

## Device screen was stuck on “Please wait” message after cancelling the AutoStore identification screen

**1681374:** If the AutoStore server was enabled as the Windows Authentication type, when you logged into the Unified Client for HP and you skipped then cancelled the AutoStore identification form , the “Please wait” message and icon remained on the device screen.

## Print job list is not scrollable on a small screen

**1660408:** With FutureSmart version 5.11 of the device firmware on a 4.3” screen, if you had multiple print jobs on the Print-to-Me screen, a scroll bar is not included. This is working as designed. If there are print jobs that are not listed on the current screen, you can still scroll the list.

## Chapter 3

# Known issues

## Outbound faxes do not appear on the Detailed History by Device Billing Account report

**1805197:** After sending a fax job and assigning a billing account, the fax job is listed in the **Detailed History By Device** report, but not listed in the **Detailed History By Device Billing Account** report.

## HP devices cannot reconnect to the server after all DWS services are stopped then started

**1804521:** When all DWS servers are stopped then started again, all of the devices cannot connect to the DWS server.

**Workaround:** When you stop services for OS maintenance, restart DWS1 first, and make sure that other DWS servers are off until DWS1 fully takes charge of devices.

## eCopy ShareScan: Sometimes the Password/Confirm password value is not recognized

**1802606:** During the eCopy workflow, when prompted to enter your password and confirm it, you receive the following error message: "Confirm" is a required field. Please enter a value.

**Workaround:** Open the scan settings, close it, and type the password again.

## Minimum/maximum length properties does not affect numeric field values

**1793804:** Minimum/maximum values have been applied to numeric fields in AutoStore for future Unified Client releases.

## Some localized text is truncated on small screens (4.3")

**1793561:** On small screen devices, some localized text for longer messages might be truncated in the notification list.

## When the Launcher has more than two screens of apps, selecting an app might scroll to the next screen

**1792617:** If there are more than two screens of apps on the device, clicking on an app on one of the middle pages will sometimes scroll to the next page instead of opening the app.

**Workaround:** Select workflow from Quick Shortcuts.

## Authorization level is not changed after running Update Configuration action

**1792149:** In DRS, when changing the authorization level from Standard Kofax Admin Authorization to Standard Kofax Guest Authorization and running the Update Configuration action, you receive a message that the action is completed successfully but the authorization level has not changed.

## Custom workflows appear on device when Customize Workflow Button is set to False

**1791111:** At times, all custom workflows appear on the log in screen or launcher screen when the Customize Workflow Button is set to False in DRS.

## Custom workflow behaves differently from the Launcher

**1791095:** After assigning custom workflows to the Unified Client for HP, if you select one of the workflows from the Launcher, you receive the following message: The application is not correctly configured. Configure it now?

## Custom application icon is not working

**1789462:** After loading a custom application icon in DRS, the new icon is not displayed in the launcher.

**Workaround:** Reboot the device.

## Launcher screen is not formatted correctly after you return from a workflow started from the Launcher screen

**1788192:** If you start a Native workflow from the Quick Shortcuts on the Sign In screen and log into the Unified Client app, the Launcher screen is not formatted correctly if you exit the workflow with the back arrow.

**Workaround:** Swipe the Launcher back to the first page.

## Device allows card registration when access to the device is turned off

**1775878:** When the Output Manager ACL profile for the device has the No access option selected, users can still register their card using card ID or Azure registration

## DWS error message received when using DHE prefixed ciphers on device

**1763175:** If you are installing the Unified Client for HP on a device with a DHE prefixed cipher, the DHE key pair generation fails and you might receive the following messages: Failed to register device with DWS or DWS installation failed.

**Workaround:** Disable the ciphers.

## Clicking X to clear a billing code submits it instead

**1719207:** If you enter a billing code at the prompt, then click X to delete it, the billing code is submitted instead.

## Upgrading DWS with a custom asset fails

**1679079:** Upgrading DWS with a custom asset through ControlSuite fails.

## App name is “Kofax Unified Client” instead of blank

**1653745:** In DRS, if the Name field is empty, the device screen shows “Kofax Unified Client” instead of no text.

## DRS unable to update device identifier with DWS

**1633593:** If a device is registered in DRS using the IP address, not the hostname, and the IP address changes from when it was installed in DWS, the device fails to register with DWS when running an action.

**Workaround:** The administrator must delete the device from DRS and add it again, to register the serial number of the new device associated with the given IP address.

## Guest user jobs tracked to unidentified user

**1683159:** If you manually log in as a "guest" user or map Guest User with User ID "guest" as the guest user account, then the scan jobs, copy job, and client-side tracking print jobs done by this user are tracked to "unidentified" user instead of the "guest" user in Equitrac reports.

## Kofax login screen is blank when DWS and device are using different address combinations

**1682485:** In DRS, if your HP application uses a fully qualified domain name (FQDN) for DWS and an IPv4 address for the device, after performing the Install action, select the Kofax UC application to login. The device shows an empty Kofax login screen.

**Workaround:** Use an IPv4 address for the DWS server address in DRS.

## Release All behavior is impacted when Output Manager is set as the default workflow

**1664708:** This issue occurs in an Output Manager only configuration with Release All set on the server. If multiple documents are queued for printing, after logging in, the documents begin printing and you are taken to the Follow-You-Printing screen with a partial list of the documents. When you try to print these documents, the list is cleared and nothing is available to print.

## Primary DWS (DWS1) is not taking over the device while DWS 4 is in an Active state

**1663340:** When you are using DWS for failover for 2 devices with different orders of DWS (Device 1 uses DWS1 as the primary with DWS2, DWS3, DWS4 as backups, and Device 2 uses DWS3 as the primary with DWS2, DWS1, DWS4 as backups) and all four DWS are stopped, if DWS 4 is started and Active, and you start primary DWS1, the primary DWS1 is online but not in an Active state for the HP device.

**Workaround:** Stop DWS 4.

## Scanned color pages number are not tracked in reports

**1661187:** After performing a scan, the number of color pages is not tracked correctly:

- The number of color pages is empty in Output Manager reports.
- The color pages are counted as black and white in Equitrac reports.

## AutoStore Windows domain is displayed in the Identification screen when a non-SSO user logs in

**1653811:** When Windows Authentication is configured in the AutoStore server and a non-SSO user logs into the HP device and launches the Unified Client for HP app, in the AutoStore Identification screen, the AutoStore Windows domain is not displayed.

**Workaround:** Click **Bypass** twice and then **Logout** from the Core Settings. When the user returns to the **Identification** screen, the AutoStore Windows domain is displayed.

## Pressing Home cancels scan job with Job Build option

**1648854:** A scan with the "Job Build" option (also called multi scan) set to ON is canceled if the **Home** button is pressed during the scan. A race condition in the Firmware causes this behavior which will be fixed by HP in Firmware version 5.3.

## Output Manager printing options are not localized in some languages

**1537472:** When you are using the HP device and the Unified Client in Catalan, Czech, Hungarian, Polish, Russian, or Turkish, and log in as an Output Manager user, the Print Settings screen is not localized for print jobs.

## When restoring primary DWS, secondary DWS remained active

**1448658:** When a device is set up for AutoStore only with AutoStore configured for no authentication, devices will not transition back to the primary DWS when connection to it is restored. In this case, DWS transition only happens when a DWS goes offline.

## DWS does not set Guest to applications installed on the device

**1412169:** If you enabled the Standard Kofax Guest Authorization level in DRS, and you install a new application on the HP device, the new application might not receive the same Guest permissions.

**Workaround:** In DRS, run the Update Configuration action to apply the Guest authorization profile to the new application.

## With the eCopy ShareScan app, the scanning user is charged instead of the billing code

**1401481:** When scanning with the eCopy ShareScan app, the scanning user is charged instead of the billing code if scan tracking is disabled on the Unified Client for HP.

## Misleading message when uninstalling after reconnecting a network cable

**1396608:** In some uninstall scenarios where connection issues occur, DRS may report a failure message even though the device was removed. If this occurs, you can confirm that the device was removed in the DWS Web Administration page and the device's on-board Web administration page.

## Using mixed DWS addresses in DRS

You can configure a device with a Device Web Server (DWS) using different representations of DWS addresses, however, this practice is not recommended. In DRS, the DWS address can be specified as an IPv4 address, IPv6 address, or fully qualified domain name (FQDN). DWS failover will not work correctly if two devices are configured with different representations. These types of configurations are not supported to avoid this situation.

As an example, DRS can have an application called **HPApplication1** with DWS specified as the FQDN and another application called **HPApplication2** with DWS specified as an IPv4 address. An HP device called **Device 1** can be installed with HPApplication1. But installing **Device 2** with HPApplication2 fails during the configuration phase of the installation. All devices must use the

same DWS addressing. To resolve the issue, you could change HPAApplication2 to use the FQDN address or change HPAApplication1 to use IPv4.

In case of a failover configuration, all devices added to a particular DWS server, whether the DWS is primary or secondary, must use the same DWS representation. For example, if DWS1 is primary for Device 1 and it is secondary for Device 2, then both devices must use applications that use the same DWS representation (that is, both FQDN).

When a new device is added, the installation fails when another device that uses a different representation already exists. This check happens when configuring the device. However, the new device is already installed and added to DWS at this point. Now the new device must be uninstalled and deleted manually using DRS if configuration fails. Then the new device must be installed and configured again using the correct addresses.



- While using failover servers, backup server configuration can fail if the backup is offline. The failover configuration can be activated by configuring the backup servers separately using the **Configure** option in DRS when the backup servers are back online. After this change, the reason for the configuration failure must be determined. If it is due to different address representations for two devices, install and configure the primary and secondary devices again after you correct the DWS representation.
- For some platforms there are restrictions in specifying DWS addresses, For example, HP cannot use an IPv4 address for DWS if the device is using domain names. Though these restrictions are different from the addressing restrictions, they might make the choice of the DWS address representation more restrictive.
- FQDN can be an IPv4 domain name or an IPv6 domain name.

## Color quota

For HP devices, color quota is only enforced during authentication. If you log in with no color quota, then you cannot perform color copies or prints. In-session enforcement of color quota does not happen. Note that overall account balance does take in to consideration the cost of color transactions based on color multiplier.

Due to platform restrictions it is recommended that each user be given a minimum balance to reduce the risk of overrun.