

OpenText™ TeleForm

Release Notes

16.3

Product Released: 2017-10-31

Release Notes Revised: 2017-10-30



Caution

Cautions help you avoid irreversible problems. Read this information carefully and follow all instructions.



Important

Important notes help you avoid major problems.



Note: Notes provide additional information about a task.



Tip: Tips offer you quicker or easier ways of performing a task.

Contents

1	Introduction	3
1.1	Release Notes revision history	3
2	About TeleForm	3
2.1	New features	3
2.1.1	Support for ISIS (Pixel) Scanner Drivers	4
2.1.2	Recognition Engine Updates	4
2.1.3	Vietnamese Language Recognition	4
2.1.4	Additional Audit Log Details	4
2.1.5	Simplified Import of Users from LDAP/Windows Providers	4
2.1.6	Batch_Precommit functionality improved	5
2.1.7	New Platform Support	5
2.1.8	Updated Documentation	5
2.1.9	Additional Enhancements	5
2.2	Discontinued and deprecated features	5
3	Packaging and documentation	6
3.1	Packaging and delivery information	6
3.2	Related documentation	6
3.3	Documentation errata	7
3.3.1	Release Notes for Prior Releases	7
4	Supported environments and compatibility	7
4.1	Server, Workstation, and Desktop Requirements	7
4.2	Additional Supported Software	10
4.3	Supported Database Formats	11
4.4	Supported Export Formats	11
4.5	OpenText product compatibility	13
4.6	Language support	14
5	Fixed issues	14
6	Known issues	18
7	Contact information	19

1 Introduction

These Release Notes provide an overview of TeleForm 16.3, including new features, delivery information, and supported platforms. OpenText recommends that you read these Release Notes in conjunction with the documentation included with the software package. If any conflicts exist, the Release Notes supersede the other documentation.

We also recommend that you check the OpenText My Support site (<https://support.opentext.com/>) for any patches or documentation updates that may have been posted after the initial release of this product.

1.1 Release Notes revision history

Revision date	Sections revised	Description of revisions
2017-10-30	First release.	All new content.

2 About TeleForm

This section provides an overview of TeleForm 16.3.

OpenText™ TeleForm is an Intelligent Forms Automation solution that enables automated capture, classification, and extraction of information from paper and electronic documents and forms using powerful recognition technologies to eliminate time-consuming manual data entry.

Key features include:

- **Advanced design & distribution:** Create forms with embedded logic, integrate live data, and distribute by printing, faxing, emailing, and saving as PDFs.
- **Flexible capture options:** Capture documents on demand or in a batch directly from scanners and MFPs, fax, email, web browsers, and mobile devices.
- **Powerful recognition technology:** Extract information from documents with powerful OCR, handprint, barcode, checkbox, and other recognition technologies.
- **Intelligent document recognition:** Automatically identify, classify, and extract relevant data from semi-structured and non-standard documents such as invoices.
- **Seamless validation and verification:** Create business rules to validate extracted data with other systems, visually review exceptions, and correct information.
- **Automated export & processing:** Export documents and data into other systems, and feed into OpenText LiquidOffice to automate business processes.

2.1 New features

TeleForm 16.3 includes the following new features.

- [Support for ISIS \(Pixel\) Scanner Drivers](#)
- [Recognition Engine Updates](#)
- [Vietnamese Language Recognition](#)

- [Additional Audit Log Details](#)
- [Simplified Import of Users from LDAP/Windows Providers](#)
- [Batch_Precommit functionality improved](#)
- [New Platform Support](#)
- [Updated Documentation](#)
- [Additional Enhancements](#)

2.1.1 Support for ISIS (Pixel) Scanner Drivers

ISIS (Pixel) scanner drivers can now be used with Scan Station and Remote Capture Station.

This provides an alternative to TWAIN and allows users to take advantage of more advanced scanner options. ISIS drivers are available from more than 50 scanner manufacturers worldwide for more than 400 scanners.

2.1.2 Recognition Engine Updates

The TeleForm OCR engine has been updated to provide enhanced stability, performance, recognition, and language support.

2.1.3 Vietnamese Language Recognition

TeleForm now includes capabilities for recognition and extraction of Vietnamese machine print and hand print.

TeleForm can be used to capture Vietnamese forms, and extract, validate, and verify Vietnamese data. In addition, TeleForm can create PDF+Text versions of Vietnamese documents.

Note: Vietnamese machine print recognition is enabled by default. For access to Vietnamese hand print recognition capabilities, customers can contact their account manager for configuration details.

2.1.4 Additional Audit Log Details

Additional information is now included in the Audit Log when users or security groups are modified.

- Rights added or removed from users or groups.
- Group memberships added for users.
- Creating, deleting, or renaming security groups.

2.1.5 Simplified Import of Users from LDAP/Windows Providers

A customizable default user profile is available for use as a template when creating new users.

New users can be added from the LDAP or Windows security provider without performing a manual synchronization:

- After a user has been added to the appropriate group in the LDAP or Active Directory system, the user can immediately log in to TeleForm using his **User Principal Name**.
- An administrator can import a single user using the **Security** dialog to set the user's rights before the user logs in for the first time.

2.1.6 Batch_Precommit functionality improved

The functionality of the *Batch_Precommit* script entry point has been enhanced to provide more control of the status of the batch.

- Batch is now sent to Extraction QC only if *tfBatchUserAbort* returned from script AND batch was in *Ready To Commit* state.
- If *tfBatchError* is returned from script, the commit is ended, but the commit count is only incremented if batch was in *Ready to Commit* state. This means that a forced commit (not from *Ready to Commit* state) ended with this status will not show an error flag on the batch and can still commit automatically.
- *Batch.State* can be read in *Batch_Precommit* to tell if batch was marked *Ready to Commit*. *tfBatchReady* means it was Ready to Commit, *tfBatchUnknown* means it was not.

2.1.7 New Platform Support

TeleForm has added support for the following new platforms:

- OpenText Content Server 16.2
- Microsoft Office 2016

2.1.8 Updated Documentation

- TeleForm help files and product documentation files have been updated to include features from 16.3 and earlier releases.
- Enhancement content from previous versions of the release notes have been integrated into the documentation set.
- The documentation has been updated to reflect the latest hardware and software requirements as well as supported software versions.
- Supported use of VMWare for running TeleForm modules has been documented (Reader and AMP only).
- Installation instructions for TeleForm Desktop, Server, and Workstation have been rewritten for the latest release.

2.1.9 Additional Enhancements

A number of other enhancements have been added to TeleForm including the following:

- New OpenText branding has been introduced including logos, colours, and icons.
- The Web Capture logos and color scheme have been updated.
- The number of files listed in designer's *most recently used* list has been increased to 10.
- There is now an option to copy custom attributes (added via COM Scripting API) to other fields.
- Hide forms that a user does not have access to (Templates dialog).

2.2 Discontinued and deprecated features

The following features have been deprecated:

- BasicScript is no longer recommended for use with TeleForm and remains enabled only to support legacy environments. Use of the TeleForm COM Scripting API is recommended. A reminder is also issued each time the BasicScript editor is opened.

- The ability to change the Internal Image Format was not compatible with a number of newer TeleForm features and is no longer a supported function.
- Use of .XLS files for export and lookups is deprecated and might be removed in a future release. .XLS files are no longer supported in MS Office. Use .XLSX files instead. *Note that the October 10, 2017 Windows Update has already broken exports to .XLS files.*
- Use of .MDB files for export and lookups is deprecated and may be removed in a future release. .MDB files are no longer supported in MS Office. Use .ACCDB files instead.

3 Packaging and documentation

Downloads and documentation for TeleForm are available on OpenText My Support (<https://support.opentext.com>).

3.1 Packaging and delivery information

The software and documentation for TeleForm includes the TeleForm Installer Package, a downloadable file that includes the following:

Installer	Launched From
TeleForm Installer	Launched from main setup.bat installer or directly from .\TF\TeleForm\setup.exe
Web Capture Option Installer	Launched from main setup.bat installer or directly from .\WCO\setup.exe
Remote Capture Station Installer	Launched from main setup.bat installer or directly from .\RCS\setup.exe
Documentation Installer	<ul style="list-style-type: none"> • Launched from main setup.bat installer or directly from .\DOC\setup.exe

On some systems, setup.bat will need to be launched with “Run as administrator.” If you experience any problems with the main installer launching the individual setup programs, you can launch them directly as noted above.

3.2 Related documentation

For additional information about TeleForm, or for supplemental information about related products, refer to the following documents, which are available on OpenText My Support (<https://support.opentext.com>).

3.3 Documentation errata

3.3.1 Release Notes for Prior Releases

Information about prior releases can be found in the Release Notes for those prior versions. Recent release notes are included in the root folder of the TeleForm installer package, and on the OpenText My Support site.

- TeleForm 11.0 Release Notes
- TeleForm 11.1 Release Notes
- TeleForm 11.2 Release Notes
- TeleForm 16.2 Release Notes

4 Supported environments and compatibility

This section provides details about supported platforms, systems, and versions.

4.1 Server, Workstation, and Desktop Requirements

This table lists the minimum requirements for TeleForm servers, workstations, and desktops.

Product	Operating System	Hardware	Software
TeleForm Server	<ul style="list-style-type: none">• Microsoft Windows Server 2012 R2• Microsoft Windows Server 2016	<ul style="list-style-type: none">• Processor—Dual• Core RAM—4 GB• Network Card—100Mbps TCP/IP network card• Hard Drive—500 GB with 50 GB free disk space	—
TeleForm Workstation	<ul style="list-style-type: none">• Microsoft Windows 7 (SP1), 32-bit and 64-bit• Microsoft Windows 8.1• Microsoft Windows 10	<ul style="list-style-type: none">• Processor—Dual Core• RAM—4 GB• Network Card—100Mbps TCP/IP network card• Hard Drive—100 GB free disk space	—

Product	Operating System	Hardware	Software
Citrix Environment Teleform	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2016 <p>Tip: As a best practice, use the following configuration:</p> <ul style="list-style-type: none"> • A RAID 5 drive array • 3 active disks • 1 hot spare disk <p>Set the system page file to 2.5 times the amount of physical memory. Locate the system page file on the data drive.</p>	—	<ul style="list-style-type: none"> • TeleForm Server— <ul style="list-style-type: none"> ○ TeleForm Servers should be configured and running on the LAN before you begin the TeleForm/Citrix XenApp installation. <p>Important: Citrix XenApp and TeleForm are not certified to run on the same Server.</p> ○ See the TeleForm Server requirements. <p>Important: The TeleForm Server cannot be the same machine as the XenApp Server.</p> <ul style="list-style-type: none"> • Citrix XenApp Server— <ul style="list-style-type: none"> ○ Citrix XenApp 6 ○ Citrix XenApp 7 <p>Note: Refer to XenApp documentation for a list of supported server configurations.</p> • Citrix ICA Client—ICA Client installed on a workstation that runs TeleForm via the XenApp Server. <p>Tip: You can use Citrix Web Interface Management to ensure that workstations have the most recent version of the XenApp client when logging in to the XenApp Server using a web browser.</p>

Product	Operating System	Hardware	Software
TeleForm Reader and AutoMerge Publisher	<ul style="list-style-type: none"> • Microsoft Windows 7 (SP1), 32-bit and 64-bit • Microsoft Windows 8.1 • Microsoft Windows 10 • Microsoft Windows Server 2012 R2 (as a service or application only) • Microsoft Windows Server 2016 (as a service or application only) 	—	Users of TeleForm Enterprise can run Reader and AutoMerge Publisher as services. Reader and AutoMerge Publisher (whether run as applications or services) can run on the same operating systems as the TeleForm Server, however, you should not install Reader or AutoMerge Publisher on the TeleForm server.
Remote Capture Station	<ul style="list-style-type: none"> • Microsoft Windows 7 (SP1), 32-bit and 64-bit • Microsoft Windows 8.1 • Microsoft Windows 10 	<ul style="list-style-type: none"> • Monitor—Color Monitor • Processor—Dual Core • RAM—4 GB • Hard Drive—100 GB free disk space 	—
Web Capture Server	<ul style="list-style-type: none"> • Microsoft Windows Server 2012 R2 • Microsoft Windows Server 2016 	<ul style="list-style-type: none"> • RAM—4 GB • Hard Drive—500 GB with 50 GB free disk space 	<p>The following software is required, depending on your setup:</p> <ul style="list-style-type: none"> • IIS— <ul style="list-style-type: none"> ○ Internet Information Server 8.0 ○ Internet Information Server 10.0 • .NET— <ul style="list-style-type: none"> ○ .NET: .NET Framework 4.0 or later (4.6.2 installed automatically if required) ○ Web Services Enhancements for Microsoft .NET (WSE)

Product	Operating System	Hardware	Software
Web Capture Client	<ul style="list-style-type: none"> Microsoft Windows 7 (SP1), 32-bit and 64-bit Microsoft Windows 8.1 Microsoft Windows 10 	—	<p>The following software is required, depending on your setup:</p> <ul style="list-style-type: none"> Web Browser— <ul style="list-style-type: none"> Microsoft Internet Explorer 9 Microsoft Internet Explorer 10 Microsoft Internet Explorer 11

4.2 Additional Supported Software

This table provides support information for additional software that can be used with optional functionality in TeleForm:

Software	Supported Versions/Formats	Considerations
Fax Servers	<ul style="list-style-type: none"> OpenText RightFax 9.x OpenText RightFax 10.x 	Fax servers must be installed and configured <i>before</i> you install TeleForm. When you install TeleForm, you must enter information about the fax server.
Scanners	<p>TeleForm supports scanners that are compliant with one of the following formats:</p> <ul style="list-style-type: none"> ISIS (Pixel) Kofax TWAIN 	<ul style="list-style-type: none"> Scanners must be installed <i>before</i> you install TeleForm on your workstations. Install and test your scanners before installing TeleForm on workstations, otherwise, there may be driver conflicts. Some scanner settings may need to be configured after TeleForm is installed. If any Web Capture Module client creates batches strictly from images in directories, a scanner is not required. Scanning should be performed at 200 dpi for optimal speed and accuracy. You will achieve the best recognition results with a clean, black and white image
Microsoft Office	<p>Microsoft Office 2013</p> <p>Microsoft Office 2016</p>	—

Software	Supported Versions/Formats	Considerations
VMWare	VMWare Server ESX, version 4 or later.	<ul style="list-style-type: none"> • Only TeleForm Reader and TeleForm AutoMerge Publisher can run on VMWare. • The operating system for the server used with TeleForm must be supported by both TeleForm and VMWare. • You may experience a decrease in performance when running on VMWare. As a best practice you should deploy TeleForm/VMWare in a test configuration to determine whether any loss of performance is acceptable.

4.3 Supported Database Formats

TeleForm supports the following database servers:

Database	Supported Versions/Formats
Microsoft SQL Server	<ul style="list-style-type: none"> • Microsoft SQL Express 2008 (if installed by TeleForm for single-user systems) • Microsoft SQL Server 2012 • Microsoft SQL Server 2014

4.4 Supported Export Formats

This table shows the formats to which TeleForm can export data and files:

Format	Supported Versions	Export		# of Auto Exports Per Form
		Export Data	Export Files	
Comma Separated Values (CSV)	—	✓		Multiple Auto Exports per form
Delimited Values (DEL)	—	✓		Multiple Auto Exports per form
Capture to Directory VB.NET	—	✓	✓	Multiple Auto Exports per form
CFM—Confirmation	—	✓		Multiple Auto Exports per form

Format	Supported Versions	Export		# of Auto Exports Per Form
		Export Data	Export Files	
Connect Agent for LiquidOffice (SOAP)	<ul style="list-style-type: none"> OpenText LiquidOffice 16.2 OpenText LiquidOffice 7.x <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: OpenText LiquidOffice (SOAP) was previously known as HP LiquidOffice, HP Process Automation, Autonomy Process Automation, and Cardiff LiquidOffice.</p> </div>	✓	✓	One Auto Export per form
DDE	—	✓		Multiple Auto Exports per form
Hewlett Packard Enterprise Content Manager	<ul style="list-style-type: none"> HPE Content Manager 8.1 HPE Content Manager 8.3 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: HPE Content Manager was previously known as HPE Records Manager, HP Records Manager, and HP TRIM.</p> </div>	✓	✓	Multiple Auto Exports per form
IBM SPSS Statistics File Format(.SAV)	—	✓		Multiple Auto Exports per form
iManage Work	<ul style="list-style-type: none"> iManage Work 8.5 iManage Work 9.0 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: iManage Work was previously known as HP WorkSite, Autonomy WorkSite, Interwoven WorkSite, and iManage WorkSite.</p> </div>	✓	✓	Multiple Auto Exports per form

Format	Supported Versions	Export		# of Auto Exports Per Form
		Export Data	Export Files	
Microsoft Access	—	✓		Multiple Auto Exports per form
Microsoft Excel	—	✓		Multiple Auto Exports per form
Microsoft SharePoint	—	✓		Multiple Auto Exports per form
ODBC (Text and Data Source)	—	✓		Multiple Auto Exports per form
OpenText Content Server	OpenText Content Server 16.x	✓	✓	Multiple Auto Exports per form
XML	—	✓	✓	Multiple Auto Exports per form

4.5 OpenText product compatibility

The section provides details about which versions of other OpenText products are compatible with this release of TeleForm 16.3.

 **Note:** For the latest compatibility information for OpenText products, refer to the Compatibility Matrix (<https://knowledge.opentext.com/go/matrix>) on OpenText My Support.

Product name	Version	Notes
OpenText LiquidOffice	16.2 7.x	Formerly known as HP LiquidOffice, HP Process Automation, Autonomy Process Automation (APA), and Cardiff LiquidOffice.
OpenText RightFax	9.x, 10.x	

Product name	Version	Notes
OpenText Capture Document Reader	4.6 Build 20 3.6 Build 41	Formerly known as DOKuStar 4.6 Build 20 requires DOKuStar Extraction Plug-in v6.0 SR01
OpenText Content Server	16.x	

4.6 Language support

TeleForm is currently localized in the following languages. Additional languages may be available in future releases.

Component	Languages							
	EN	DE	JA	FR	PT-BR			
TeleForm UI	B	UI	UI (*1)	UI	UI			
Web Capture Option	B	UI	UI					

UI = user interface only

B = both user interface and online help

*1 = Installer for Japanese version is in English

5 Fixed issues

This section provides information about past issues that have been fixed in this release.

Issue number	Issue description
TF-7950	Fix documentation of <i>Blank page threshold</i> setting in <i>Job Properties – Page Handling</i> tab.
TF-8176	Fix problem where Handwritten 1's (as a vertical line) not reading in Image Zones with English character set and numeric recognition.

Issue number	Issue description
TF-8295	Fix problem that prevented Web Capture Server from being uninstalled.
TF-8528	In designer, remove empty groups when all member objects are deleted.
TF-8644	Changes to Shape Library functionality were not documented.
TF-8646	Fix various documentation errors.
TF-8718	Fix problem where <i>Form Correction Summary</i> report run from Report Generator reported average time in milliseconds rather than seconds.
TF-8730	Fix problem where submitting a batch from Web Capture running on Windows 8, 8.1, and 10 could sometimes fail.
TF-8739	Fix problem where a <i>Capture Zone</i> template field or date field could not easily be corrected if it was prefilled with data that didn't match the template.

Issue number	Issue description
TF-8743	Changed the default selected for the <i>Hash Algorithm</i> setting in the <i>Encryption</i> dialog from SHA-1 to SHA-256.
TF-8749	Fix issue in designer when entering values less than 1 in X, Y, width, height toolbar edit boxes.
TF-8757	Minimum resolution for images extracted from PDF files has been restored to 200dpi resulting in better recognition results.
TF-8785	Fix issue where <i>Prefill with last</i> value is wiped when entering <i>Capture Zone</i> edit box with template characters.
TF-8797	Fix issue where path of form template is not saved consistently in <i>ffdtlb</i> table.
TF-8799	Fix behavior of <i>Capture Zone</i> date field correction.
TF-8830	Fix some errors in the French translations.

Issue number	Issue description
TF-8838	Fix error decompressing certain TIFF files.
TF-8853	Fix error in install: "Self-registration Error: C:\Windows\System32\oleaut32.dll Access is Denied."
TF-8874	Fix for error adding <i>InoTec SCAMAX 433</i> scanner in Scanner Manager.
TF-8882	Fixed issue where <i>Receive Email</i> connect agent could not handle an attachment with (ö) or other Unicode characters in the file name.
TF-8895	Remote Verification section restored to the Administration Guide.
TF-8899	Fixed issue where forms containing text "&D;" produced an XML error when exported to <i>FXF file</i> or <i>Form Report</i> .
TF-9023	Fix issue with Audit Log Detail report where entries were out of order using some versions of SQL Server.
TF-9081	Fixed issue where batches that failed commit had their status changed to <i>Ready for Extraction QC</i> .

Issue number	Issue description
TF-9111	Fixed issue where bar chart tooltip in <i>Control Center</i> showed incorrect label when the chart has more than one page.

6 Known issues

This section provides information about known issues in this release.

Issue number	Issue description
TF-9248	<p data-bbox="483 680 1241 712">Vietnamese OCR – Failure Evaluating Image Err= -2147168511</p> <p data-bbox="483 748 1447 853">Issue can occur when running Vietnamese OCR (Machine Print) if more than one Windows user account is used to run TeleForm applications on a single machine (this includes any account used for running reader as a service).</p> <p data-bbox="483 889 1447 1106">When Vietnamese OCR runs, the OCR engine writes a short message to a file in the <i>C:\ProgramData\kadmos</i> directory. The permissions on this directory allow the file to be overwritten only by the creator/owner or by members of the local machine's Administrators group. Subsequently, if another user who is not a local administrator runs a TeleForm module that tries to run Vietnamese OCR, that user will receive an error message.</p> <p data-bbox="483 1142 1366 1207">Workaround is to change the permissions on the <i>C:\ProgramData\kadmos</i> directory and file so that any user can write to it.</p>

7 Contact information

OpenText Corporation
275 Frank Tompa Drive
Waterloo, Ontario
Canada, N2L 0A1

OpenText My Support: <https://support.opentext.com>

For more information, visit www.opentext.com

Copyright © 2017 Open Text. All Rights Reserved.

Trademarks owned by Open Text. The list of trademarks is not exhaustive of other trademarks, registered trademarks, product names, company names, brands and service names mentioned herein are property of Open Text or other respective owners.