



OpenText™ Intelligent Capture **CE 22.1**

Release Notes

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1 Introduction

These Release Notes provide an overview of Intelligent Capture CE 22.1, 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 OpenText My Support (<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 |
|---------------|------------------|--------------------------|
| 2022-01-27 | First release. | All new content. |

2 About Intelligent Capture

This section provides an overview of Intelligent Capture CE 22.1

Intelligent Capture captures and processes documents from a variety of sources including scanners, fax servers, email servers, file systems, web services, and via RESTful web services. Document information can be stored as images, text, or both. Intelligent Capture is optimized for capturing documents, not storing them for long-term access. Typically, documents remain in the system for a few hours to a few days, until they are exported to a content repository or other back-end system.

Intelligent Capture is a scalable solution that optionally uses multiple servers to manage resources. Therefore, it can process large amounts of data from throughout your enterprise. It also handles multiple languages and system locale settings. Benefits of Intelligent Capture include:

- Reducing operating costs caused by factors such as document preparation and data entry.
- Reducing recovery costs caused by mishandled physical documents.
- Improving information quality for critical business processes.
- Accelerating business processes by providing immediate access to all information and supporting documentation. Enforcing strong compliance control by storing documents and metadata electronically.
- Minimizing processing errors, improving data accuracy, and boosting productivity.
- **Note:** Intelligent Capture Real Time Services (sold separately) is a set of RESTful web services that provides much of the same functionality as an Intelligent Capture system. Intelligent Capture Real Time Services is designed for a cloud environment wherein these web services are called from either a mobile or line-of-business application.

2.1 New and changed features

This section describes the new and changed features included in the Intelligent Capture CE 22.1 release.

2.1.1 Web Client

2.1.1.1 *Production Auto-Learning (PAL) now available in Web Client*

You can setup Production Auto-Learning (PAL) for the Web Client in the Distributed Capture Profile. For more information on setting up the profile, see the *OpenText Intelligent Capture Designer Guide, Section 6.1 Creating a Distributed Capture Profile, Table 6-1 Import profile options* “Use Auto-Learning with” for Advanced Recognition projects. In the web client, when using PAL and If specific templates are available for a document type, they are indented under the document type and are listed by the template name. For more information, see the *OpenText Intelligent Capture Web Client Guide, Section 2.2.2.1 – Documents and Table 2-2 Organize Tasks*, screenshot which shows document types.

2.1.2 Attended modules

2.1.2.1 *Identification and Completion: New Print Overlay feature*

In Identification and Completion, when the module is setup, from the **Permissions** property name, select the **Print Overlay** option to add a task name and document rank to a single print page. For more information see the *OpenText Intelligent Capture Desktop Client Guide: Identification and Completion, Section 2.4.2 Enabling the operator to perform certain operations, Completion setup - Print Overlay option*.

2.1.3 Unattended modules

2.1.3.1 *Standard Import: New IA values*

Standard Import has new IA values (PageDataXML, ClassificationID, ImageResolution). For more information, see *OpenText Intelligent Capture Standard Import Guide, Section 3.1 IA Values -Table 3.1 Standard Import specific IA Values*.

2.1.3.2 *Image Converter: A new option “PDF Compression” for improved PDF output file compression and reduced file size*

Image converter profile now provides a new option, “PDF Compression” which can be selected for smaller PDF output files. For more information, see *OpenText Intelligent Capture Designer Guide: Image Conversion Profile Editor Section 8.2 Table 8-2: Image Converter profile properties, PDF Options- PDF Compression*.

2.1.4 Designer

2.1.4.1 *Distributed Capture profile: A new option to use auto-learning with Information Extraction projects*

For Recognition Projects, you can select Advanced Recognition Project and to enable Production Auto Learning (PAL) set **Use auto-learning with** property. You can setup PAL for Classification and Extraction by selecting “Both”.

2.1.4.2 *System configuration –Connection: Automatically refreshing Snap Match Connection using a Task Scheduler*

In the **System > System Configuration tab > Configuration Settings list > Database** Connection an IE repository ODBC Connection is added by the Installer, is mandatory for Information Extraction, and cannot be deleted. The values are set by the installer, but you can change the settings by updating the connection.

2.1.4.3 *Capture Flow Designer: Opening a capture flow with Standard Import and Web Client when used with Production Auto Learning (PAL)*

When using an existing capture flow process for Production Auto Learning, since the IA values for the Standard Import and Distributed Web Client modules have changed, pre-existing capture flows are automatically updated when they are saved. You should save the capture flow to copy these new output values as they will be needed as inputs to Collector. For more information, see the note in *OpenText Intelligent Capture Designer Guide, Section 4.2.2 Opening a Capture Flow*.

2.1.4.4 *Standard Export: ODBC Export profile and options available for Fetch queries*

Standard Export, ODBC Export type now supports Fetch queries. For more information, see *OpenText Intelligent Capture Designer Guide, Section 10- Designing a profile for exporting images and data, Section 10.6 Defining export commands, Section 10.6.8 Defining ODBC Content. Add SQL Statement*.

2.1.4.5 *Standard Export: CMIS Export setup for export to OpenText Core Share*

Standard Export, CMIS Export connection when selecting secondary types for the repository, displays all attributes for secondary type. For more information, see *OpenText Intelligent Capture Designer Guide, Section 10- Designing a profile for exporting images and data, Section 10.6 Defining export commands, Section 10.6.2 Configuring CMIS content*.

2.1.4.6 Standard Export: CMIS Export now supports new authentication type- OAuth

Standard Export, CMIS Export connection now supports OAuth. For more information, see *OpenText Intelligent Capture Designer Guide, Section 3.3.5 Creating a CMIS repository connection Table 3-5 CMIS-compliant repository connection parameters, parameter "AuthenticationType" with a new type for OAuth.*

2.1.5 Documentation

Documentation for Intelligent Capture is delivered using the OpenText Global Help Server (GHS) system, which provides users with live access to the latest version of the help.

If you cannot use the GHS system, for example, if your site does not have Internet access, you can install the OpenText Private Help Server (PHS), a local version of the help system that can host your OpenText product online help on your organization's network. After the PHS is installed, you can then configure your OpenText products to forward all online help requests to your PHS. For information on installing the PHS, see the *OpenText Intelligent Capture 22.1 Installation Guide Section "Providing the online help on a local help server (Private Help Server)"*

2.1.6 Features to be deprecated

2.1.6.1 ODBC Export Module to be deprecated in a future release

The ODBC Export Module will be deprecated in a future release. Open Text recommends that you start to use the ODBC Export profile, which includes improved functionality.

2.1.6.2 Process Developer to be deprecated in a future release

In a planned future release of Intelligent Capture, we will be announcing the deprecation of Process Developer. With the release of the Capture Flow Designer in 2009, we indicated that we would continue to support Process Developer and backward compatibility for IPPs for as long as we could. Unfortunately, VBA's obsolescence makes our continued support of Process Developer increasingly difficult. If you still have older process flows that are coded using Process Developer, we urge you to migrate these process flows to Intelligent Capture Designer as soon as possible. In the unlikely event that an Intelligent Capture Designer enhancement is critical to your ability to migrate flows, these needs must be identified early enough for us to plan any enhancements into Intelligent Capture's development cycle for a major/minor product release.

2.1.6.3 VB.NET code for CaptureFlow scripting is to be deprecated in a future release

In a planned future release of Intelligent Capture, we will be announcing the deprecation of VB.NET for CaptureFlow scripting.

For CaptureFlows with existing VB.NET scripting, any new scripting can be created in VB.NET (and existing VB.NET scripting can be edited). For CaptureFlows without scripting, any new scripts are

created in C# only. You can convert existing VB.NET scripting to C# with a third-party converter, for example, Microsoft Visual Studio.

2.1.6.4 *Version 6.x licenses that include IndexPlus and/or Validation entries are to be deprecated in the next release*

Intelligent Capture 7.x, 16.x, 20.2, 21.4, 22.1 includes functionality that enables customers with 6.x licenses to run the newer version without requiring a license refresh. In the next version of Intelligent Capture, this functionality will be deprecated for 6.x licenses. If any of your licenses include IndexPlus and/or Validation entries, contact OpenText Support or your Account Executive to arrange to have your licenses refreshed at no charge. Customers with 7.x or newer licenses will be able to use the next version of Intelligent Capture without requiring a license refresh.

2.2 Discontinued features

The following features have been discontinued in this release.

2.2.1 Modules no longer shipped

Modules that are no longer shipped are not included in the installer. You may continue to use these modules if they are already installed. Support for these modules is governed by the product support lifecycle that corresponds to each module's version. For more information, contact OpenText Global Technical Services at My Support (<https://support.opentext.com>).

The following modules are no longer shipped:

| Modules No Longer Shipped | Replacement Modules (If applicable) |
|---------------------------|---|
| East Euro / APAC OCR | <p>No replacement.</p> <ul style="list-style-type: none"> • Note: • The East Euro / APAC OCR extraction engine that is used in Advanced Recognition is also no longer shipped. If you are using this module in previous Intelligent Capture releases, then the East Euro / APAC OCR module (as well as corresponding Advanced Recognition engine) will be available in Intelligent Capture CE 22.1 after upgrade. • If you want to continue using this module and are upgrading from Intelligent Capture 7.5 or earlier, you must first upgrade to Intelligent Capture 7.6. • By default, this module is disabled in Intelligent Capture Designer. To use the module in Intelligent Capture Designer after the upgrade, see <i>Enabling the East Euro / APAC OCR module in Intelligent Capture Designer</i>. |

2.2.1.1 *Enabling the East Euro / APAC OCR module in Intelligent Capture Designer*

- **Note:** This is applicable only for those customers who have upgraded from Intelligent Capture 7.6 with the installed East Euro / APAC OCR module. You will then need to upgrade to the

supported version 7.7, 16.5, 16.6, 20.2, 21.4 from which you can upgrade to Intelligent Capture CE 22.1.

To enable the East Euro / APAC OCR module in Intelligent Capture Designer, in C:\Program Files (x86)\InputAccel\Client\binnt\CfdDatamodules.xml (default path), remove Unsupported="true" from the following entry:

- Note:** Make sure to shut down Intelligent Capture Designer and back up modules.xml.


```
<Item Label="EastEuro APAC OCR" InternalName="abyocr2" CategoryID="5"
DefaultLevel ="0" assemblytype="2" assembly="EastEuroAPACOCR"
Unsupported="true">
```

The correct entry should be as follows:

```
<Item Label="EastEuro APAC OCR" InternalName="abyocr2" CategoryID="5"
DefaultLevel ="0" assemblytype="2" assembly="EastEuroAPACOCR">
```

2.2.2 Support for custom modules developed with an earlier SDK

It is a best practice for custom modules to use the latest SDK; however, modules can also run with an earlier SDK as follows:

| Dependency | Running on 16.5 or 16.6 Machine | Running on 20.2 Machine | Running on 21.4 Machine/ Running on 22.1 |
|--|--|--|--|
| InputAccel SDK 5.x (IAClient32.dll) | Migrate to use a .NET Code module step with scripting. | Migrate to use a .NET Code module step with scripting. | Migrate to use a .NET Code module step with scripting. |
| InputAccel SDK 5.x (.NET 1.1) (InputAccel.QuickModule.dll) | Replace the .NET 1.1 dependency with .NET 4.7.1 and your InputAccel.*.dll references with InputAccel.*35.dll and then rebuild. For more information, see <i>MSDN: Migrating from the .NET Framework 1.1</i> . (https://docs.microsoft.com/en-us/dotnet/framework/migration-guide/migrating-from-the-net-framework-1-1). | Replace the .NET 1.1 dependency with .NET 4.8 and your InputAccel.*.dll references with InputAccel.*35.dll and then rebuild. For more information, see <i>MSDN: Migrating from the .NET Framework 1.1</i> . (https://docs.microsoft.com/en-us/dotnet/framework/migration-guide/migrating-from-the-net-framework-1-1). | Replace the .NET 1.1 dependency with .NET 4.8 and your InputAccel.*.dll references with InputAccel.*35.dll and then rebuild. For more information, see <i>MSDN: Migrating from the .NET Framework 1.1</i> . (https://docs.microsoft.com/en-us/dotnet/framework/migration-guide/migrating-from-the-net-framework-1-1). |
| .NET 3.5 Compatibility Pack | Update in one of the following ways: | Update in one of the following ways: | Update in one of the following ways: |

| | | | |
|--|---|---|---|
| <p>for InputAccel SDK 5.x (InputAccel.QuickModule35.dll)</p> | <p>Replace the .NET 3.5 dependency with .NET 4.7.1 and rebuild.</p> <p>Modify the configuration file (<customModule>.exe.config) to point to .NET 4.8 runtime.</p> <p>Note: An example file is the following:</p> <pre><intellicap-client-install>\Client\binnt\APConExp.exe.config</pre> | <p>Replace the .NET 3.5 dependency with .NET 4.8 and rebuild.</p> <p>Modify the configuration file (<customModule>.exe.config) to point to .NET 4.8 runtime.</p> <p>Note: An example file is the following:</p> <pre><intellicap-client-install>\Client\binnt\APConExp.exe.config</pre> | <p>Replace the .NET 3.5 dependency with .NET 4.8 and rebuild.</p> <p>Modify the configuration file (<customModule>.exe.config) to point to .NET 4.8 runtime.</p> <p>Note: An example file is the following:</p> <pre><intellicap-client-install>\Client\binnt\APConExp.exe.config</pre> |
| <p>InputAccel SDK 6.0 (.NET 2.0) InputAccel SDK 6.5 (.NET 3.5) Intelligent Capture 7.0 - 7.1 (.NET 3.5) Intelligent Capture 7.5 – 7.6 (.NET 4.5.2) Intelligent Capture 7.7 (.NET 4.5.2) (QuickModuleHost.exe - modulename:<customModule>).</p> | <p>Update in one of the following ways:</p> <p>Replace the .NET 3.5, .NET 2.0, or .NET 4.5.2 dependency with .NET 4.7.1 and rebuild.</p> <p>Your custom module might run as-is under .NET 4.7.1. You can determine if it can by executing the following command:</p> <pre><intellicap-client-install>\Client\binnt\QuickModuleHost.exe - modulename:<customModule>.</pre> | <p>Update in one of the following ways:</p> <p>Replace the .NET 3.5, .NET 2.0, or .NET 4.5.2 dependency with .NET 4.8 and rebuild.</p> <p>Your custom module might run as-is under .NET 4.8. You can determine if it can by executing the following command:</p> <pre><intellicap-client-install>\Client\binnt\QuickModuleHost.exe - modulename:<customModule>.</pre> | <p>Update in one of the following ways:</p> <p>Replace the .NET 3.5, .NET 2.0, or .NET 4.5.2 dependency with .NET 4.8 and rebuild.</p> <p>Your custom module might run as-is under .NET 4.8. You can determine if it can by executing the following command:</p> <pre><intellicap-client-install>\Client\binnt\QuickModuleHost.exe - modulename:<customModule>.</pre> |

2.2.3 Nuance OCR: Third-party AmpLib barcode recognition engine

The third-party AmpLib barcode recognition engine for 1D and 2D barcode has been removed.

3 Packaging and documentation

Software downloads and documentation for Intelligent Capture are available on OpenText My Support (<https://support.opentext.com>). From My Support, to download the entire documentation, you can select the Link “Intelligent Capture CE 22.1- Documentation List”. From the section Download option,

you can select “Downloading a documentation package”. Hosted helps are available through the OpenText Global Help Server (GHS).

Note

Documentation that is installed with the product or packaged with the product download is current at the time of release. Documentation updates made after a release are available for download on OpenText My Support (<https://support.opentext.com>).

3.1 Packaging and delivery information

The software and documentation for Intelligent Capture includes:

Start > OpenText Intelligent Capture > Intelligent Capture Guide

C:\Program Files (x86)\InputAccel\ Documentation\HelpLauncher\HelpLauncher.exe

When launching HelpLauncher.exe, the help for the entire Intelligent Capture Help system is available through a main landing page that provides customers with access to the live hosted help on the Global Help Server (GHS).

The scripting guide with details of API references will be available in OpenText My Support (<https://support.opentext.com>) as Intelligent Capture 22.1 Scripting API Help Guide.zip

3.1.1 Documentation errata

3.1.1.1 Installation Guide

For the 22.1 release, for Japanese users, refer to the English version of the Installation Guide for accurate information about upgrade paths and instructions for setting up a Private Help Server (PHS).

3.1.1.2 Hosted help workaround

Hosted help on the Global Help Server (GHS) was not hooked up within the application for the following modules:

- Dispatcher Manager Help (ecpcore-crl)
- Recognition Designer Help (ecpcore-crc)
- Copy Help (ecpcore-ccb)

When called, Help launches the shared landing page instead, where the user can access the online Help.

4 Supported environments and compatibility

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

OpenText strongly recommends installing the latest security fixes for your supported operating system.

- **Note:**

- For the best performance, always use the vendor's latest operating system (that Intelligent Capture supports) for all Intelligent Capture components. Furthermore, you should always make sure that you have applied the latest service packs and patches to your supported operating system for all Intelligent Capture components. In addition to meeting the other recommended system requirements, keeping your operating system up to date helps to ensure the best performance of your Intelligent Capture system.
- Intelligent Capture product configuration running on a particular environment is supported if versions of the components in the environment (e.g., operating system, database, web server, browser, SSO, Directory Servers, etc.) are in standard/primary support by their vendors.
- All certifications provided in this document are relevant to the current release. Certifications for patches are documented in the Patch Notes documents published for the patch releases.
- Software requirements are listed with release numbers. Software updates—including patches, Service Packs, and equivalent updates—sometimes introduce unanticipated changes. Compatibility with software updates that are not listed here cannot be guaranteed.
- For details about language variations, refer to Localization.
- For sizing and tuning considerations for the Intelligent Capture system, see the Intelligent Capture Performance Sizing and Tuning Guide.

Caution: The minimum requirements listed here are the absolute minimum that enable Intelligent Capture to function. Furthermore, the absolute minimum means that neither reporting nor auditing are supported in production. In all but the simplest, low-volume configurations (such as a demonstration or testing system), these minimum requirements will not produce satisfactory performance. Furthermore, the recommended requirements are for typical installations, but even those are not sufficient for a high-volume operation. Use these requirements to assist in your implementation. Each implementation is unique and must be evaluated and sized differently based on processing needs and throughput required. An incorrectly sized implementation will reduce performance and cause unexpected behavior.

4.1 Supported systems

4.1.1 Database server requirements (optional)

This section lists the system requirements and recommendations for the machine running the Intelligent Capture Database.

- **Note:**
- For Microsoft SQL Server-specific requirements, refer to the Microsoft SQL Server documentation.
- Due to limitations (documented in the Installation Guide), if you choose to install the optional Intelligent Capture Database, use SQL Server Express editions only for low page volume deployments without reporting or logging.

4.1.1.1 Database server hardware requirements

This section lists the hardware requirements and recommendations for the machine running the Intelligent Capture Database.

If the Microsoft requirements are higher than the following Intelligent Capture ones, use the Microsoft requirements.

Caution: For all but low-volume deployments, Intelligent Capture requires a dedicated computer for the Intelligent Capture Database and this computer must meet the recommended hardware requirements. High-volume deployments might require hardware that exceeds the recommendations.

| Item | Recommended | Minimum |
|--------------|--|--|
| Processor | <ul style="list-style-type: none"> If reporting or auditing functionality is required: x64-compatible CPU, 2.3 GHz (or greater), 8 cores If reporting or auditing is not required: x64-compatible CPU, 2.3 GHz (or greater), 4 cores | 2.3 GHz x64-compatible CPU, 4 cores |
| Memory | 8 GB: If reporting or auditing functionality is required 4 GB: If reporting or auditing functionality is not required | 4 GB |
| Disk space | 100 GB Free (if reporting is required) 10 GB Free (if reporting is not required) | 10 GB Free |
| Network card | Platform compatible with TCP/IP with transmission rate of 1000 MBit/sec | Platform compatible with TCP/IP with transmission rate of 100 MBit/sec |
| Display | 1024 x 768, 256 colors | 1024 x 768, 256 colors |

4.1.1.2 Database server software requirements

This section lists the software requirements for the machine running the Intelligent Capture Database.

| Software Type | Required Software |
|------------------|--|
| Operating system | <ul style="list-style-type: none"> Windows Server 2019 (64-bit) Windows Server 2016 (64-bit) |
| SQL Server | <ul style="list-style-type: none"> Microsoft SQL Server 2019 - Enterprise, Business Intelligence, Standard, Developer, Express editions (64-bit) Microsoft SQL Server 2017 - Enterprise, Business Intelligence, Standard, Developer, Express editions (64-bit) Microsoft SQL Server 2016 SP2, SP3 - Enterprise, Business Intelligence, Standard, Developer, Express editions (64-bit) Microsoft SQL Server 2014 SP3 - Enterprise, Business Intelligence, Standard, Developer, Express editions (64-bit) Note: Due to limitations (documented in the Installation Guide), if you choose to install the optional Intelligent |

| Software Type | Required Software |
|---------------|--|
| | Capture Database, use SQL Server Express editions only for low page volume deployments without reporting or logging. |

4.1.2 Intelligent Capture server requirements

This section lists the system requirements and recommendations for the machine running the Intelligent Capture Server.

4.1.2.1 Server hardware requirements

This section lists the hardware requirements and recommendations for the machine running the Intelligent Capture Server.

- **Note:** To set up Intelligent Capture Servers in a Microsoft Failover Clustering environment, an edition of Windows Server that includes the Failover Clustering feature is required.

Caution: For all but low volume deployments, Intelligent Capture requires a dedicated computer for the Intelligent Capture Server. This computer must meet the recommended hardware requirements specified. High volume deployments may require larger than the recommended hardware.

| Item | Recommended | Minimum (Use only in low volume deployment) |
|--------------|--|--|
| Processor | x64-compatible CPU 2.3 GHz <ul style="list-style-type: none"> • Note: For higher loads in your specific environment, run load tests and follow the recommendations in the Intelligent Capture Performance Sizing and Tuning Guide. | x64-compatible CPU 2.3 GHz 4 cores |
| Memory | 16 GB | 6 GB |
| Disk space | 100 GB Free | 10 GB Free |
| Network card | Platform compatible with TCP/IP with transmission rate of 1000 MBit/sec | Platform compatible with TCP/IP with transmission rate of 100 MBit/sec |
| Display | 1024 x 768, 256 colors | 1024 x 768, 256 colors |

4.1.2.2 Server operating system requirements

This section lists the operating system software requirements for the machine running the Intelligent Capture Server.

| Software Type | Required Software |
|-------------------|--|
| Microsoft Windows | <ul style="list-style-type: none"> • Windows Server 2019 (64-bit) • Windows Server 2016 (64-bit) |

| Software Type | Required Software |
|---------------|--|
| | <ul style="list-style-type: none"> Note: To set up Intelligent Capture Servers in a Microsoft Failover Clustering environment, an edition of Windows Server that includes the Failover Clustering feature is required. |

4.1.3 Additional third-party software requirements for the server

This section lists third-party software requirements and recommendations for the machine running the Intelligent Capture Server.

| Software | Requirement |
|--------------------------|--|
| Microsoft .NET Framework | Required for basic functionality. <ul style="list-style-type: none"> .NET 4.8 or higher |

4.1.4 Intelligent Capture REST Service host requirements

This section lists the system requirements and recommendations for the machine running the Intelligent Capture REST Service.

- Note:** OpenText does *not* recommend installing IIS on a Domain Controller.

4.1.4.1 Web Server Hardware Requirements

This section lists the hardware requirements and recommendations for the machine running the Intelligent Capture REST Service.

| Item | Recommended | Minimum |
|-----------|---|---|
| Processor | x64-compatible CPU 2.3 GHz (or greater) 8 cores <ul style="list-style-type: none"> Note: For higher loads in your specific environment, run load tests and follow the recommendations in the Intelligent Capture Performance Sizing and Tuning Guide. | x64-compatible CPU 2.3 GHz (or greater) 4 cores |
| Memory | More than 8 GB <ul style="list-style-type: none"> Note: For higher loads in your specific environment, run load tests and follow the recommendations in the Intelligent Capture | 8 GB |

| Item | Recommended | Minimum |
|--------------|---|--|
| | Performance Sizing and Tuning Guide. | |
| Disk space | 20 GB Free | 20 GB Free |
| Network card | Platform compatible with TCP/IP with transmission rate of 1000 MBit/sec | Platform compatible with TCP/IP with transmission rate of 100 MBit/sec |

4.1.4.2 Web server software requirements

This section lists the software requirements for the machine running the Intelligent Capture REST Service.

| Software Type | Required Software |
|-------------------|--|
| Microsoft Windows | <ul style="list-style-type: none"> Windows Server 2019 (64-bit) Windows Server 2016 (64-bit) Windows 10 - Enterprise edition (64-bit) Windows 11 – Enterprise edition (64-bit) Note: To set up Intelligent Capture Servers in a Microsoft Failover Clustering environment, an edition of Windows Server that includes the Failover Clustering feature is required. |
| Microsoft IIS | <ul style="list-style-type: none"> IIS 7.5 IIS 8.0 IIS 8.5 IIS 10 Note: OpenText does <i>not</i> recommend installing IIS on a Domain Controller. |

4.1.4.3 Additional Third-party Software Requirements for the Web Server

This section lists third-party software requirements and recommendations for the machine running the Intelligent Capture REST Service.

| Software | Requirement |
|--------------------------|--|
| Microsoft .NET Framework | Required for basic functionality. <ul style="list-style-type: none"> .NET 4.8 or higher |
| Adobe® Reader® | Required to view documentation that is in PDF format. |

4.1.5 Client machine requirements

This section lists the hardware and software requirements and recommendations that are common for all client machines running Intelligent Capture client modules. It also lists specific requirements for specific client modules.

4.1.5.1 Common Requirements for All Client Modules

This section lists the common system requirements for all Intelligent Capture client modules.

- **Note:** On a 64-bit operating system, Intelligent Capture functions as a 32-bit application using Windows-on-Windows 64-bit (WOW64). Refer to the Microsoft website for details about WOW64.

4.1.5.1.1 Client hardware requirements

This section lists the hardware requirements and recommendations for the machine running Intelligent Capture client modules.

| Item | Recommended | Minimum |
|--------------|---|---|
| Processor | <p>CPU-intensive tasks such as scanning, indexing, data verification and validation (Completion module), image processing, and optical character recognition:</p> <ul style="list-style-type: none"> • Dedicated 2.8 GHz Pentium (or compatible), 2 cores per module instance running on the same machine or VM. <p>Less CPU-intensive tasks such as exporting, and Intelligent Capture administration:</p> <ul style="list-style-type: none"> • 2.4 GHz Pentium (or compatible). | 2.0 GHz Pentium (or compatible) |
| Memory | <p>4 GB</p> <ul style="list-style-type: none"> • Note: If you run more than one client module instance on the machine, then you need additional RAM and CPU cores. | 2 GB |
| Disk space | 8 GB free | 8 GB free |
| Network card | Platform compatible with TCP/IP with transmission rate of 1000 MBit/sec. | Platform compatible with TCP/IP with transmission rate of 100 MBit/sec. |
| Display | <p>1280 x 1024, 24-bit color</p> <ul style="list-style-type: none"> • Note: For ScanPlus, Identification, and Completion, 2 monitors are recommended. | 1024 x 768, 256 colors |

4.1.5.1.2 Client operating system requirements

This section lists the operating system software requirements for the machine running Intelligent Capture client modules.

| Software Type | Required Software |
|-------------------|--|
| Microsoft Windows | <ul style="list-style-type: none"> Windows Server 2019 (64-bit) Windows Server 2016 (64-bit) Windows 10 - Enterprise edition (64-bit) Windows 11 - Enterprise edition (64-bit) |

4.1.5.1.3 Additional third-party software requirements for the client

This section lists third-party software requirements and recommendations for the machine running Intelligent Capture client modules.

- Note:** The Scanner Drivers (Image and Scanner Interface Specification (ISIS) compliant) standard is supported as well as recommended for seamlessly interfacing our scanning software with document scanners. Every compliant driver must pass thousands of rigorous tests to fully validate its performance, compatibility, and reliability to achieve Scanner Drivers device certification. This certification process results in fewer hardware support problems and delivers the most solid document scanning interface available on the market. When you are ready to purchase, choose Scanner Drivers certified devices for all document scanners or MFPs and easily achieve plug-n-play deployment capability.

| Software | Requirement |
|--------------------------|--|
| Microsoft .NET Framework | Required for basic functionality. The following versions are required for all client modules except as noted in Module-specific Requirements. <ul style="list-style-type: none"> .NET 4.8 or higher |
| Adobe® Reader® | Required to view documentation that is in PDF format. |

4.1.5.2 Module-specific requirements

This section lists the additional requirements for specific Intelligent Capture client modules. These requirements and the Common Requirements for All Client Modules are required before installing these client modules.

| Module | Microsoft Browser | Additional Requirements |
|-----------|-------------------|--|
| .NET Code | N/A | Microsoft Visual Studio 2012 (or greater) - Standard, Professional, Express editions (recommended to write scripts) <ul style="list-style-type: none"> Note: Visual Studio Express has limited capabilities with some tasks such as debugging. Refer to Microsoft |

| Module | Microsoft Browser | Additional Requirements |
|-----------------------------------|---|---|
| | | <p>documentation for a complete list of limitations. If you intend to create a lot of custom .NET code for Intelligent Capture, it is recommended that you develop it with Visual Studio Professional or Visual Studio Standard.</p> <ul style="list-style-type: none"> • Visual Studio 2013 is required for new .NET development; however, Visual Studio 2010 and 2008 can still be used to maintain old scripts. |
| ApplicationXtender Export | N/A | <p>OpenText ApplicationXtender 7.0 SP1</p> <ul style="list-style-type: none"> • Note: For ApplicationXtender versions newer than 7.0 SP1, use Standard Export with the ApplicationXtender export profile. |
| Archive Export | N/A | SAP NetWeaver 7.5 |
| Intelligent Capture Administrator | <p>Internet Explorer 11.0 Microsoft Edge Chromium</p> <ul style="list-style-type: none"> • Note: Intelligent Capture Administrator does not run in Internet Explorer; it uses Internet Explorer to render the UI. | N/A |
| Intelligent Capture Designer | N/A | <p>Microsoft .NET Framework 4.8 Developer Pack only. No other version of the .NET Framework can be installed on the Designer machine.</p> |
| Documentum Advanced Export | N/A | <ul style="list-style-type: none"> • OpenText Documentum Foundation Classes (DFC) 20.x, 21.x, 22.x runtime environments. • OpenText Documentum Server 20.x, 21.x, 22.x • OpenText Documentum xCelerated Composition Platform 20.x, 21.x, 22.x • OpenText Documentum D2 20.x, 21.x, 22.x • Microsoft Visual Studio 2012 (or greater) - Standard, Professional, Express editions (recommended to write scripts) <ul style="list-style-type: none"> • Note: See the additional notes for Visual Studio for the .NET Code module. |

| Module | Microsoft Browser | Additional Requirements |
|--------------------------------|-------------------|--|
| FileNet Content Manager Export | N/A | <ul style="list-style-type: none"> • IBM FileNet P8 Content Manager 5.2 (or lower). <ul style="list-style-type: none"> • Note: To export to IBM FileNet P8 Content Manager 5.2.1, use the Export profile for CMIS. |
| FileNet Panagon IS/CS Export | N/A | IBM FileNet Panagon Image Services 4.2 |
| Global 360 Export | N/A | Execute360 EX 10.0 |
| IBM CM Advanced Export | N/A | <p>Requires the following:</p> <ul style="list-style-type: none"> • IBM CM Advanced Export module only: <ul style="list-style-type: none"> ▪ IBM or Oracle 32-bit (x86) Java SE Runtime Environment (JRE), or ▪ Java Development Kit (JDK) of version 1.7 or higher (to export to IBM CM v.8.5 only) <p>With the Legacy IBM CM C++ client libraries (for v.8.5 and lower) option:</p> <ul style="list-style-type: none"> ▪ IBM Data Server Client and IBM Content Manager Client for Windows v.8.4 (to export to IBM CM v.8.5 and lower) <p>To install and configure the Java environment for IBM CM Advanced Export, perform the following steps:</p> <ol style="list-style-type: none"> 1. Install the required Java JRE or JDK from one of the following locations: <ul style="list-style-type: none"> • IBM Content Manager (for example, <IBM_CM_root>\java\jre) • https://developer.ibm.com/jasdk/downloads/ • http://www.oracle.com/technetwork/java/javase/downloads 2. Configure the following environment variables: <ul style="list-style-type: none"> • For both the JRE and JDK, add the following path to PATH: <jre_or_jdk_install_dir>\bin |

| Module | Microsoft Browser | Additional Requirements |
|--------|-------------------|--|
| | | <ul style="list-style-type: none"> • For the JRE, set <code>JRE_HOME = <jre_install_dir></code> • For the JDK, set <code>JAVA_HOME = <jdk_install_dir></code> <p>3. Install and configure the IBM Content Manager's Java OEM API toolkit as follows:</p> <ul style="list-style-type: none"> • IBM Content Manager 8.5.0 https://www.ibm.com/support/knowledgecenter/SSRS7Z_8.5.0/com.ibm.programmingcm.doc/dcmjv031.htm • IBM Content Manager 8.6.0 https://www.ibm.com/support/knowledgecenter/SSRS7Z_8.6.0/com.ibm.programmingcm.doc/dcmjv031.html <p>Note: Make sure to add the Java classpath to the CLASSPATH environment variable.</p> <p>Tip: The jar utility for unpacking <code>CMJavaOEMAPIToolkit.jar</code> unpacks the JDK only. You also could rename the file with a <code>*.zip</code> extension and use another archive tool.</p> <p>4. (Optional) If you do not want to uninstall the Legacy IBM CM C++ client libraries (for v.8.5 and below) option, you can enable or disable it using the following commands:</p> <ul style="list-style-type: none"> • To enable: <code>regsvr32 exicm818.dll</code> • To disable: <code>regsvr32 /u exicm818.dll</code> <p>5. (Optional) If <code><intelligent_capture_install_dir>\Client\binnt\exicmj.ini</code> sets any JVM verbose option and several instances of the module are running, then JVM output is logged to either <code>exicmj.log</code> or <code>exicmj.pid<ProcessID>.log</code> in the module's working directory.</p> |

| Module | Microsoft Browser | Additional Requirements |
|------------------|---------------------------------|--|
| | | <p>Thus, the user account for running the IBM CM Advanced Export module must have sufficient write permissions on the module's working directory; otherwise, use JVM_LOGPATH to set a different directory that has sufficient write permissions for that user account.</p> <p>Note: The settings in <code>exicmj.ini</code> take precedence over the ones in environment variables.</p> |
| IBM CSSAP Export | N/A | IBM Content Collector for SAP Applications 4.0 |
| Image Converter | 11.0: To process HTML documents | <p>Microsoft Office and Internet Explorer are not required if the “Embedded Image Converter Engine” option is selected as a processing engine in the Image Conversion profile. Otherwise, the following are required:</p> <ul style="list-style-type: none"> • Microsoft Office 2013 or 2016 with Office Shared Features and Office Tools enabled: To process Microsoft Office documents. <ul style="list-style-type: none"> ▪ Word 2013 or 2016 is required to convert DOCX files. ▪ Excel 2013 or 2016 is required to convert XLSX files. ▪ During batch processing, batches containing PPT and PPTX files automatically launch the PowerPoint application on the desktop. PowerPoint 2013 or 2016 is required. If Image Converter closes unexpectedly, operators are required to manually close PowerPoint on the machine running Image Converter. <p>If Image Converter is run as a service under a non-administrative account, configure the permissions as described below. Otherwise, files of type DOC, XLS, TXT, and PPT are not processed.</p> <ul style="list-style-type: none"> • Note: If the client machine has Microsoft Office 2013 or 2016 |

| Module | Microsoft Browser | Additional Requirements |
|--------|-------------------|---|
| | | <p>installed, using an administrative user account is a strict requirement. For more information, see the <i>Installation Guide</i>.</p> <p>For file type DOC:</p> <ol style="list-style-type: none"> 1. Run the Windows Component Services utility. <ul style="list-style-type: none"> ▪ For 64-bit operating system: Navigate to the SysWOW64 folder (default location C:\Windows\SysWOW64). Run comexp.msc. 2. Browse to Console Root > Component Services > Computers > My Computer. 3. Select DCOM Config. 4. Select Microsoft Word, right-click, and select Properties. 5. Select the Identity tab and enable The interactive user. <p>For file types XLS, TXT, and PPT:</p> <ol style="list-style-type: none"> 1. Run the Windows Component Services utility. <ul style="list-style-type: none"> ○ For 64-bit operating systems: Navigate to the SysWOW64 folder (default location C:\Windows\SysWOW64). Run comexp.msc. 2. Browse to Console Root > Component Services > Computers > My Computer. 3. Select DCOM Config. 4. Select the appropriate program, right-click, and select Properties. 5. Select the Identity tab and enable The interactive user. <ul style="list-style-type: none"> • Microsoft Internet Explorer 11: To recognize and convert HTML documents, when Internet Explorer is selected as the rendering engine for HTML documents during Image Converter module setup. Also, ensure the following settings: |

| Module | Microsoft Browser | Additional Requirements |
|------------------------------------|-------------------|---|
| | | <ul style="list-style-type: none"> ○ Image Converter must be installed as service under Network Service or Domain User accounts. ○ Disable the Internet Explorer 10 window from using group policies. ○ Ensure the user account that runs Image Converter as a service has “full control” permissions on the temporary folder for the processed files storing. ○ In Internet Explorer: <ul style="list-style-type: none"> ▪ Open Tools menu and select Internet Options. ▪ Go the Security tab and add the following trusted sites: localhost, http://localhost, https://localhost. ▪ For trusted sites, set the Security level to Low. <p>The user account that runs Image Converter as a service must be granted full control permissions on the temporary folder.</p> <ul style="list-style-type: none"> ● Make sure the Write permission for Everyone is assigned to the following Desktop folder. <ul style="list-style-type: none"> ▪ On 64-bit Windows: <pre style="margin-left: 20px;">%SYSTEMROOT%\SysWOW64\config\systemprofile\Desktop and %SYSTEMROOT%\System32\config\systemprofile\Desktop</pre> |
| MS SharePoint Export | N/A | Microsoft Office SharePoint Server 2013 SP1 |
| NuanceOCR | N/A | N/A |
| ODBC Export | N/A | Supports the following databases and drivers: <ul style="list-style-type: none"> ● Microsoft SQL Server 2016 - Enterprise, Business Intelligence, Standard, Developer, Express editions (64-bit) ● Oracle Driver 19.1 |
| Open Text Livelink Advanced Export | N/A | Connects to Open Text Content Server 10.5. |

| Module | Microsoft Browser | Additional Requirements |
|------------|---|---|
| | | <ul style="list-style-type: none"> • Note: To export to Content Server 16.5, 16.6 or 20.x, 21.x use the Standard Export module. |
| RescanPlus | Internet Explorer 11.0 Microsoft Edge Chromium <ul style="list-style-type: none"> • Note: Required if importing HTML or XML documents. | <ul style="list-style-type: none"> • Microsoft Visual Studio 2012 (or greater) - Standard, Professional, Express editions (recommended to write scripts) <ul style="list-style-type: none"> • Note: See the additional notes for Visual Studio for the .NET Code module • Adobe® Reader® 9 and later: To view PDF files in the Image View pane • Microsoft Excel 2010 or 2013: To view XLS files in the Image View pane |
| ScanPlus | Internet Explorer 11.0 Microsoft Edge Chromium <ul style="list-style-type: none"> • Note: Required if importing HTML or XML documents. | <ul style="list-style-type: none"> • Microsoft Visual Studio 2012 (or greater) - Standard, Professional, Express editions (recommended to write scripts) <ul style="list-style-type: none"> • Note: See the additional notes for Visual Studio for the .NET Code module • Adobe® Reader® 9 and later: To view PDF files in the Image View pane • Microsoft Excel 2010 or 2013: To view XLS files in the Image View pane |

| Module | Microsoft Browser | Additional Requirements |
|-----------------|-------------------|---|
| Standard Export | N/A | <p>The Standard Export profiles are supported as follows:</p> <ul style="list-style-type: none"> • CMIS profile <ul style="list-style-type: none"> • IBM FileNet Content Manager 5.2.1, 5.5.1, 5.5.7 • OpenText Content Server 20.x, 21.x, 22.x • Microsoft SharePoint 2016, 2019 • Note: CMIS 1.0 and 1.1 are supported. • ApplicationXtender profile <ul style="list-style-type: none"> • ApplicationXtender 16.3, 16.6, 20.3 • Content Server profile <ul style="list-style-type: none"> • OpenText Content Server 20.x, 21.x, 22.x • Email profile <ul style="list-style-type: none"> • POP3, IMAP email servers • Microsoft Exchange 2013, 2016 (through Exchange Web Services) • Microsoft Office 365 email (through Exchange Web Services) • xECM profile <ul style="list-style-type: none"> • Extended ECM Platform 20.x,21.x • Note: If McAfee VirusScan is installed on the machine, ensure that the Prevent mass mailing worms from sending mail option is disabled. This is required to successfully perform email export. |
| Standard Import | N/A | <ul style="list-style-type: none"> • Microsoft Exchange 2013, 2016 (through Exchange Web Services) • Microsoft Office 365 email (through Exchange Web Services, OAuth, OAuth for Azure AD) • Microsoft Windows-compatible file system |

4.1.6 Intelligent Capture Web client requirements

This section lists the system requirements and recommendations for the machine running the Intelligent Capture Web Client.

- **Note:** Device scanner driver requirements take precedence over the operating system requirements.

4.1.6.1 Web client hardware requirements

This section lists the hardware requirements and recommendations for the machine running the Intelligent Capture Web Client.

| Item | Recommended | Minimum |
|--------------|---|--|
| Processor | 2.8 GHz Pentium (4 cores) | 2.0 GHz Pentium (2 cores) |
| Memory | 6 GB | 2 GB |
| Disk space | 20 GB Free | 20 GB Free |
| Network card | Platform compatible with TCP/IP with transmission rate of 1000 MBit/sec | Platform compatible with TCP/IP with transmission rate of 100 MBit/sec |
| Display | 1024 x 768, 256 colors | 1024 x 768, 256 colors |

4.1.6.2 Web client software requirements

This section lists the software requirements for the machine running the Intelligent Capture Web Client.

- **Note:** Device scanner driver requirements take precedence over the operating system requirements.

| Item | Required Software |
|------------------|---|
| Operating system | <ul style="list-style-type: none"> • Windows Server 2019 (64-bit) • Windows Server 2016 (64-bit) • Windows 10 - Enterprise edition, version 1803 or greater (64-bit) • Windows 11 – Enterprise edition (64-bit) |
| Web Browser | <ul style="list-style-type: none"> • Chrome 94.0 (or greater) • Firefox 94.0 (or greater) • Microsoft Edge Chromium • Note: • JavaScript must be enabled. • PixTools for Web 3.0 must be installed on the client machine. • The specified versions of Firefox and Chrome were tested. Compatibility with later versions is expected but cannot be guaranteed. |

4.1.6.3 Additional Third-Party Requirements for the Web Client

The Scanner Drivers (Image and Scanner Interface Specification (ISIS) compliant) standard is supported as well as recommended for seamlessly interfacing our scanning software with document scanners. Every compliant driver must pass thousands of rigorous tests to fully validate its performance, compatibility, and reliability to achieve Scanner Drivers device certification. This certification process results in fewer hardware support problems and delivers the most solid document scanning interface available on the market. When you are ready to purchase, choose Scanner Drivers certified devices for all document scanners or MFPs and easily achieve plug-n-play deployment capability.

- **Note:** The scanner must be directly connected to your computer.

4.1.7 Supported ODBC drivers

Intelligent Capture supports the following ODBC drivers:

- Oracle ODBC Driver 19.1
- DB2 Enterprise Server (LUW) 11.1

4.1.8 Third-party product compatibility

Intelligent Capture is compatible with the following:

- **VMware**
Intelligent Capture can run within the following VMware products:
 - VMware Workstation 15, 16
 - VMware Horizon View 7.x, 8.0
 - vSphere Hypervisor ESXi 7.0
 - **Note:** Enabling VMware VMotion is transparent to Intelligent Capture components.
- **Microsoft Azure**
See the **Cloud Deployment Guide** for information on the supported operating system.
- **Google Cloud Platform (GCP)**
See the **Cloud Deployment Guide** for information on the supported operating system.
- **Amazon Web Services (AWS)**
See the **Cloud Deployment Guide** for information on the supported operating system.
- **Microsoft Hyper-V Server**
Intelligent Capture can run in a Microsoft Hyper-V Server environment on Windows Server 2016, and 2019 (all 64-bit).
- **Remote Desktop**
Intelligent Capture can run in a Remote Desktop server environment on Windows Server 2016, and 2019 (all 64-bit). Any client supported by Remote Desktop can access the Intelligent Capture Remote Desktop server environment.
- **Citrix**
Intelligent Capture client components are compatible with the following Citrix products: Citrix XenApp and XenDesktop 7.6, 7.15 and 7.18.
- **OpenText Directory Services (OTDS)**
For Web Client and REST Services/Real Time Services, OTDS 20.x, 23.1.0 is supported
- **Crystal Reports**
Reports functionality has been tested with Crystal Reports 13.0.22.
- **IP**

Internet Protocol is supported on all the operating systems that Intelligent Capture Server and clients can be installed on.

- **Section 508**
Intelligent Capture adheres to Section 508 of the Disabilities Act. For additional information on compliance standards, you can request the Intelligent Capture Voluntary Product Accessibility Template (VPAT) through technical services.
- The **Federal Information Processing Standard (FIPS)** provides the best practices for implementing cryptographic software. The Intelligent Capture Server and Advanced Recognition are designed to operate with Microsoft operating systems that use FIPS-compliant algorithms for encryption, hashing, and signing.

The following modules support TLS 1.2:

- **Open Text Livelink Advanced Export** (Livelink version 10.5 only)
- Web Services
 - **WS Input**
 - **WS Output**
 - **WS Hosting**
- **Intelligent Capture REST Service** and **Intelligent Capture Web Client**
- **Standard Import** (Email profiles only)
- **Standard Export**
 - OpenText Content Server
 - CMIS (for Microsoft Sharepoint only)
 - ApplicationXtender
- **MS SharePoint Export** (legacy)

4.2 Language support

Unless otherwise noted, Intelligent Capture is localized into the following languages:

- Chinese (Simplified)
- French (France)
- German (Germany)
- Italian (Italy)
- Japanese
- Korean
- Portuguese (Brazil)
- Russian (Russian Federation)
- Spanish (Spain)

In addition, the Web Client is localized into the following languages:

- Catalan
- Czech
- Dutch
- Finnish
- Hungarian
- Kazakh
- Polish

- Romanian
- Slovak
- Swedish
- Ukrainian

4.2.1 Components localized

The following Intelligent Capture components are localized:

- User-interface strings, including windows, panes, menu items, buttons, error messages, batch and process names, and generated reports.
- Country-appropriate international date and time, address, numeric and currency formats, including separators.
- Installer (English and Japanese only).
- Online Help for the Installation Guide and Administration Guide (English and Japanese only).
- Online Help for Intelligent Capture Web Client and operator-attended production modules: Intelligent Capture Completion, ScanPlus, RescanPlus, Identification. The Intelligent Capture Operator's Guide includes all the localized production content for these modules.
- Performance counters installed on the server machine. These are available in the language of the operating system where they are installed or in English.
- Windows Event Log messages. Event logs display in the language of the operating system where they are viewed or in English.
 - **Note:** Sample process names are not localized by default. CaptureFlows are only localized if they are named using locale-specific characters.

4.2.2 Components not localized

The following Intelligent Capture components are not localized:

- All documentation other than those listed in Localized Components.
 - **Note:** Copyright information, Programming Reference section, and Glossary included in the localized online Help are not localized.
- Process Developer, Installers (except in Japanese), Database Manager utility, DLL Viewer, and PixView. Additionally, any module that receives data from an external back-end system may not display localized messages when those messages are received from the back-end system.
- License text and text in the About window of client modules.
- Debug messages.
- Scripting files.
- Command-line utilities.
- Intelligent Capture REST Service samples.
- Access keys. Localized versions of client modules may not have access keys.
- The following sample reports:
 - Operator Productivity Report (Completion)
 - Page Extraction Report (Extraction)
 - Field Extraction Report (Extraction)
- Processing log for new modules.

- In CaptureFlow Designer, the following windows are not localized:
 - Scripts (Code Behind) popup window
 - Scripting Debug panel is partly localized for Korean (excluding column names, tooltips, and context menu) and not localized for Japanese.

5 Experimental features

To introduce and test highly anticipated new features, Intelligent Capture releases occasionally include enhancements that OpenText has not fully completed or tested. These features are offered to developers and early adopters as early previews. The functionality might not always work as expected and could be unstable, unreliable, or exhibit performance issues. If your organization is comfortable with this uncertainty, we would welcome your feedback.

For Intelligent Capture CE 22.1, Kubernetes containerization is categorized as Experimental. For more information about this implementation, see the Knowledge Base article [KB19379281] in mysupport.opentext.com.

6 Installation and upgrade notes

Before beginning installation, ensure that your system meets the requirements listed in Supported Environments and Compatibility. After installation, be sure to update your software to the latest patched release, if any patches are available.

6.1 Upgrade notes

Before you upgrade, review these instructions.

6.1.1 Upgrade requirements

When upgrading Intelligent Capture, ensure that you have the following minimum hard disk space free to run the Intelligent Capture installers:

- Database and Intelligent Capture Server: 2 GB
- Intelligent Capture Client modules: 8 GB

These temporary hard disk requirements are necessary because the Microsoft Windows installer backs up the existing files before upgrading to the new version.

6.1.2 Upgrading Crystal Reports

You must upgrade Crystal Reports to version 13.0.22; otherwise, existing reports cannot be viewed.

7 Fixed issues

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

| Issue number | Issue description |
|--------------|--|
| CAPC-14384 | Image Converter: After applying P20, some pdf files fall in error (Value cannot be null. Parameter name: pdfObject). |
| CAPC-14101 | CaptureFlow from Intelligent Capture 7.7 will compile in 16.6 but fails in 20.2. |
| CAPC-13620 | "Click to Extract" in Completion causes controlContext.Text to becomes an empty string and focus stays on document. |
| CAPC-14162 | Standard OCR is throwing error "Recostar processing fail" for few PDF files. |
| CAPC-13774 | Completion - When -autostart and -customtaskbatchfilterlist are used, intermittently hangs on wait screen for already processed batch. |
| CAPC-13540 | Unable to view batch list/admin review in Captiva administrator. |
| CAPC-12855 | Functionality print overlay in Identification. |
| CAPC-12693 | When -customtaskbatchfilterlist and -autostart argument are used in Completion module, and the list has been processed and there are no more tasks, Completion completely exits |
| CAPC-12657 | Image converter module is getting stuck (for more than 30 mins in some cases) and failing during PDF to TIFF conversion. |
| CAPC-12332 | Reports not considering IDENTIFICATION module. |
| CAPC-5890 | Image Converter Creating Large Size PDF Files, new option to apply PDF Compression to reduce PDF size. |
| CAPC-12957 | Persist IA values at the time of Copy/Paste to the destination nodes in Completion. |
| CAPC-14510 | The description of ImageResolution in the Input IA Values table (section 4.1.1) has been extended to clarify that the image resolution can also come from Standard Import when batches are created using the web client or the Distributed Web Client. |

8 Known issues

This section identifies known product issues and limitations that may affect your use of the product.

8.1 Client modules

8.1.1 Designer

| Issue number | Issue description |
|--------------|---|
| CAPC-6000 | For connections and custom styles in System > System Configuration tab > Configuration Settings , selecting Undo (Ctrl+Z) removes the most recently created connection or custom style instead of undoing the last change in a connection or custom style's property. Workaround: Recover the deleted connection or custom style by selecting Redo (Ctrl+Y) . |
| CAPC-8413 | For xECM Export, multiline values cannot be typed or pasted into the expression editor window. Workaround: Create a custom IA Value for multiline values and specify the custom IA Value in the expression editor window. |
| CAPC-13768 | Information Extraction Engine (IEE) profile names are case sensitive. |
| CAPC-14977 | Files in IEE_RecognitionProjectSharedDirectory path is not getting updated with the latest options in Rest folder Workaround: If there is an older version of document types or other components uploaded, the REST server folder does not update, so in the case where you need to deploy an older version to REST so web client can use it, Delete the copy in the REST Server folder after which REST will take the IC server version. |

8.1.2 RescanPlus

| Issue number | Issue description |
|--------------|---|
| CAPC-9084 | If a module is triggered at the page-level for a batch of 7 or more pages and several sets of nodes are to be replaced, then, after replacing the first set of nodes, an inner error occurs. After that, rescanned nodes in the subsequent sets are not deleted and the nodes in the batch are incorrectly ordered. |

8.1.3 Standard Export

| Issue number | Issue description |
|--------------|---|
| CAPC-5012 | Export to Content Server fails for a Workflow Map item with an Integer:Popup attribute. |
| CAPC-6672 | For CMIS export to IBM FileNet P8 Platform, when exporting a document as a new version, its Document name property is changed to its Document Title property. |

8.1.4 Completion

| Issue number | Issue description |
|--------------|--|
| CAPC-4541 | In Completion, a Check Box field is not displayed with the values in the Value List property; instead, the default numbers 1 (selected) or 0 (not selected) are displayed. |

8.1.5 Web Client

| Issue number | Issue description |
|--------------|--|
| CAPC-8900 | In Web Client, using Internet Explorer to import large PDFs fails intermittently. These failures occur because Internet Explorer is a 32-bit application. Microsoft does not intend to fix this issue. It is recommended to use another browser. |
| CAPC-9195 | If a string field in a document type is first configured with a pattern and then a regular expression, then Web Client uses the pattern for validation instead of the regular expression. |
| CAPC-8878 | After having executed Autocomplete or Autocomplete table on multiple tables on the second page of a batch, if you attempt to display any of the tables for field-level validation by clicking the table in the data validation and entry pane, then the table's data is either not displayed or not highlighted on the image; in addition, On-Image Navigation does not work correctly. |
| CAPC-8855 | After you execute Autocomplete or Autocomplete table (any number of times) on a single table and then execute either command on any other table on the same page image while the pointer is positioned outside of the image pane, then the new rows are not displayed until you position the pointer over the image pane again. |
| CAPC-8853 | If a page image has multiple tables with a similar layout, then executing Autocomplete or Autocomplete table on one table might not work correctly. |
| CAPC-8610 | After the Intelligent Capture server is restarted, batches that were previously displayed on the Process Batches tab are no longer displayed. Workaround: Sign out and then sign back into Web Client. |
| CAPC-8516 | In some non-English languages, some characters might be displayed in a slightly different font style, but they are still legible. |
| CAPC-3689 | In Intelligent Capture Web Client, if Windows authentication is enabled, then departments do not work for capture profiles, thus users can see all capture profiles regardless of the departments of which they are members. |

8.1.6 Image Converter

| Issue number | Issue description |
|--------------|--|
| CAPC-3541 | <p>Depending on the build version of Internet Explorer and the VM's CPU capacity, Image Converter might fail to convert HTML files and the following error would be displayed.</p> <pre data-bbox="576 636 1398 696">Virtual printer is hanging. Timeout: 10.000000 min, time elapsed: 10.008333 min.</pre> <p>Note: This error could be displayed for other reasons as well.</p> <p>This issue does not occur with Internet Explorer version 11 (11.0.9600.17498, update versions 11.0.15 (KB3008923)).</p> <p>Workaround: Depending on your specific configuration, increasing the number of virtual CPUs from 2 to 4 could resolve the issue.</p> |

8.1.7 Installer

| Issue number | Issue description |
|--------------|---|
| CAPC-13719 | <p>Client Installer installs the pre-requisite Microsoft Visual C++ redistributable package. Due to a known issue with Microsoft redistributable forcing a restart, after it is installed, a restart is required.</p> |

9 Contact information

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