Kofax Analytics for MarkView - Ongoing Data Load is scheduled with incorrect dates
Kofax Analytics for MarkView - DataLoad intermittently fails with session expired error message
Kofax Analytics for MarkView - Data Loader throws Incorrect username/password combination error

Kofax Analytics for MarkView - Deleted batches show in reports
Kofax Analytics for MarkView - No data is being displayed in any of the reports
Kofax Analytics for MarkView - Status -> Workload report does not display all Users

Kofax Analytics for MarkView ( KAMV ) : Access Control List ( ACL ) script execution requires a fully qualified domain name for the MarkView Host Name
How to manually uninstall/rollback the KAMV Workflow Agent
Identifying the queries running behind KAMV reports
Insight Admin Console won't allow login & reports error "The service has not started yet, wait for a while or contact your system administrator."
KAMV 1.1.2 installer fails when kamv data schema is on a different database than kamv source : There was an issue while connecting to the KAMV DATA database. Verify your KAMV DATA connection settings
KAMV - Errors in Alert.log for Indexes Being Marked as Unusable.
Kofax Analytics for MarkView - KAMV Setup wizard ends prematurely with "Executing action IsWfainstalledOld failed" when upgrading to 1.1.2
Kofax Analytics for MarkView (KAMV) - What diagnostic steps should I follow and what information should I gather when there is an issue with Kofax Analytics for MarkView
Kofax Analytics for MarkView - Capture step Export does not appear in KAMV
Kofax Analytics for MarkView - Update KAMV_ADMIN password fails withe "Couldn't compare passwords" error
Kofax Analytics for MarkView - Verification steps for troubleshooting data not coming into reports correctly
- MarkView Accounting Details (ACD)
  
  - Large numbers of "170 DFM" batch input sessions seen in SM35
  - MarkView Accounting Details - Unable to 'Add a Line' or open an existing Invoice Distribution Line in Oracle R12
  - MarkView ACD - Not Able To See All Accounting Lines In Viewer
  - MarkView ACD - Best Practice for making modifications to the ACD (previously known as DFM) in the MarkView environment
  - MarkView ACD - Contents of MVOA_DFM_DEFINITION table
  - MarkView ACD - DFM / PDFM Slow Performance
  - MarkView ACD - Does the MarkView Distribution Form Markup allow modification of distributions after validation/approval?
  - MarkView ACD - Error placing MarkView Distribution Form Markup: Unhandled exception in MVOA_DFM_Vlaide. PreCreateAuthorize: ORA-20824: Invalid combination id passed to GetKeyFlexConcSegmentData
  - MarkView ACD - LOV for context-sensitive DFF is empty when updating existing distribution line in MarkView Enterprise Viewer
  - MarkView ACD - Poor Performance of MarkView Distribution Form Markup (DFM)
  - MarkView ACD - Resolve "Cannot derive Oracle Applications responsibility for MarkView user JSMITH" error
  - MarkView ACD - What diagnostic steps should I follow and what information should I gather when there is an issue with the Accounting Details Tool (ACD/DFM)?
  - MarkView Distribution Form Markup with Express Viewer - MarkView Distribution Form Markup does not support the use of periods as segment delimiters within a concatenated account. - Superceded by patch 5.5.3.1 - see Answer 951

- MarkView Admin

  - MarkView Administration - Changing the Database and Administrator Passwords
  - MarkView Administration : How to Manually Create the MV_Export_Email_Failure.CheckEmailsNotSent DBMS Job
  - MarkView Admin - System Status queries return a false over-limit status in a RAC environment.
  - MarkView Admin - Unable to insert a new role
  - MarkView Admin - Unable to login into MarkView
  - MarkView All Components - Accessing System Status Menu item
  - MarkView All Components - Are there known issues with running remote management packages on our server machines? Are any certified?
  - MarkView All Components - Backup and Disaster Recovery
  - MarkView All Components - Changing Menu Access - Restricting access to Alternate User Assignments
MarkView All Components - Changing Notification Messages - You have invoices in your Web Inbox

- MarkView All Components - Clearing Browser Cache
- MarkView All Components - Clearing Browser Cache in IE8
- MarkView All Components – DBMS Job Broken
- MarkView All Components - Determine WorkItem Instance ID for a given Document ID
- MarkView All Components - Does Kofax support running a script in sqlplus to route a workitem to another queue in the workflow?
- MarkView All Components - Does MarkView Support the use of Virtual Servers?
- MarkView All Components - Encounter the error "There is no solution for the given input data!"
- MarkView All Components - End Dating Alternate User Assignments and the DayTick Event
- MarkView All Components - End User FAQ - Accounts Payable
- MarkView All Components - How Do I Get An Output File Of My MarkView System Preferences?
- MarkView All Components - How Do I Get a Count of Events in the MarkView System?
- MarkView All Components - How do I obtain information regarding MarkView Training schedules and curriculums?
- MarkView All Components – How to re-assign documents in MarkView
- MarkView All Components - How to Use SSH to Connect to a Linux Machine
- MarkView All Components - Log File Locations
- MarkView All Components - Migrating from Production to Non-Production
- MarkView All Components - Setting up MarkView Alerts Notifications
- MarkView All Components - Unable to Add new Organization as the LOV is blank
- MarkView All Components - What are MarkView Systems' best practice recommendations for customers who require user login and user password management?
- MarkView All Components - WinInet Error Codes - 12000 +
- Proper shutdown order - What is the proper procedure to stop the MarkView components for system maintenance?
- Rebuild Filter - Execution of SF_Filter_Util.UpdateAllFilterResults may take hours or days to complete
- The preference MVAP_ALLOW_SPLIT_DURING_DATA_ENTRY is not exhibiting the expected or documented behavior
- What are the minimum requirements for a Development environment?

- MarkView Advisor
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- MarkView Advisor - End of Life Announcement
- MarkView Advisor 6.4 reporting on invoices which have already been deleted from the ERP.
- MarkView Advisor -Error: Corda CenterView Server does not have a valid key
- MarkView Advisor - Advisor Automatic Actions are not taking place or are taking place after an incorrect number of hours.
- MarkView Advisor - Advisor is showing tags (such as ${timeNow} ) instead of text
- MarkView Advisor - the following Advisor Roles are not created during installation: Advisor Administrator, Finance Manager and Reports User.
- MarkView Advisor - analytics-core.ear file fails to deploy correctly.
- MarkView Advisor - An unrecoverable error occurred while processing your login- error appears while accessing Advisor menus
- MarkView Advisor - AP Users are not being displayed correctly.
- MarkView Advisor - Cannot complete setup of the Advisor configuration screens; as directed by the documentation
- MarkView Advisor - ColdSync import fails with -String index out of range: 0 - exception
- MarkView Advisor - Create a Read-Only Advisor Group
- MarkView Advisor - Enable Single Sign-On (SSO) with MarkView Advisor
- MarkView Advisor – Error opening images from Advisor. PLS-00306 wrong number or types of arguments in call to "VIEWERDOCUMENTWINDOW".
- MarkView Advisor - 'Error while running cold sync extract' when exporting data from the ERP system.
- MarkView Advisor - Hotsync Troubleshooting
- MarkView Advisor - How can I separate the Advisor Admin role from MarkView Admin role?  
- MarkView Advisor - How to manually create the default Advisor Roles
- MarkView Advisor - Invisible Report Bars within a Dashboard Report
- MarkView Advisor - I am unable to see an invoice in Advisor for an invoice I just created in my ERP System.
- MarkView Advisor - Load balancing on an OAS cluster with more than 1 node - MarkView Advisor restrictions
- MarkView Advisor - Performance issues with Oracle 11g Database
- Markview Advisor - Role Management Unexpected Error
- MarkView Advisor - Schema Cleardown / Re-synchronization Instructions
- MarkView Advisor - Setting up multiple JVMs for a single OC4J instance - MarkView Advisor restrictions
- MarkView Advisor - The Business User Working Folder Report results do not include a Business User with workitems retrieved to them
- MarkView Advisor - Troubleshooting articles
- MarkView Advisor - Unable to perform Escalate/Reassign action on invoices within Advisor
- MarkView Advisor - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Advisor?
- MarkView Advisor - Automatic Actions Troubleshooting
- MarkView All Components - Errors related to Advisor queues appear when Jboss EAP starts (in domain mode)

**MarkView Application Server**

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Export fails when page count is greater than 2 (AIX middle-tier only)

How to check if internet explorer compatibility mode is on?

Markview All Components - Each time we restart the Oracle HTTP Server (Apache) in OAS the amount of memory that it consumes increases.

MarkView All Components - How can I determine which Java Development Kit (JDK) and Java Runtime Environment (JRE) versions are installed on the application server?

MarkView All Components - MarkView Application Server (under OC4J) - What diagnostic steps should I follow and what information should I gather when there is an issue with OC4J?

MarkView All Components – NoClassDefFoundError while running Verify.bat on C&O server from the command line.

MarkView All Components - No such file or directory” on OC4J Startup

MarkView All Components - OAS Unable to Deploy an Application When More Than One JVM is Configured for an OC4J Instance

MarkView All Components - What are the steps for creating multiple instances of a middle-tier Web application?

Markview All Components - When starting the -MarkView Application Server Viewer Module-; getting error -java.lang.UnsatisfiedLinkError: no ocjdbc9 in java.library.path'

MarkView Application Server on JBoss Frequently Crashing Due to an error: java.io.IOException: Too many open files

MarkView Application Server -Too many open files- error when running application server install

MarkView Application Server - Batch Print java.lang.NullPointerException error in mvas-vue logs


MarkView Application Server - How to find the fonts installed on RedHat

MarkView Application Server - HTTP 404 error occurs when attempting to connect to Markview Home or other MarkView applications

MarkView Application Server – HTTP 413 Entity Too Large on Kofax Capture

MarkView Application Server - JVM Time Drifting causing inconsistency in timestamps between the viewer (Action History) and (Document History) for some actions.

MarkView Application Server - OutOfMemoryError when using WebLogic 12c

MarkView Application Server – Process Monitor shows a blank page and unable to code in the Viewer

MarkView Application Server - Properly Stopping Apache iAS and MarkView Application Server Processes

MarkView Application Server - The WebLogic Application Server does not start and an error is encountered containing the text "The persistent file store "WLS_DIAGNOSTICS" cannot open file WLS_DIAGNOSTICS000000.DAT".

MarkView Application Server - Unable to access application source information

MarkView Application Server - Unable to start MarkView Server on Weblogic / OAS

MarkView Application Server - WildFly server: JAVA_OPTS not being applied

MarkView Application Server - Wildfly - Enabling Access Log

MarkView Application Server - Troubleshooting frameworks deployment issues

MarkView - Unable to start the MarkView application server; you are getting the IO Error: Connection reset
And Unknown Data Source MarkViewDS
  ◦ Unable to bring MarkView server deployments to active state

• MarkView Approvals
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  ◦ MarkView Approvals and Approval hierarchy - What diagnostic steps should I follow and what information should I gather when there is an issue with Approvals and Approval hierarchy?
  ◦ Unable to approve a MarkView invoice
  ◦ User received email with subject 'Potential security violation: Action blocked'

• MarkView AUA
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  ◦ MarkView All Components - error encountered when attempting to delete duplicate Alternate User Assignments.
  ◦ MarkView All Components - Unable to assign an alternate user for a user whose employment has been terminated.
  ◦ MarkView All Components - Unable to Select or Set Alternate User Assignments
  ◦ MarkView AUA - Troubleshooting articles on Alternate User Assignements
  ◦ MVERP_USE_ALTERNATE_AUTHORITY (formerly MVAP_USE_ALTERNATE_AUTHORITY & MVT_OA_AP_USE_ALTERNATE_AUTHORITY) preference

• MarkView AUSS
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  ◦ AUSS 7.x - User does not receive new roles after a change in the Source System.
  ◦ MarkView All Components – Mapping Active Directory Groups to AUSS
  ◦ MarkView AUSS - LDAP Source System Setup Issue
  ◦ MarkView AUSS - Scheduled AUSS synchronizations randomly do not start.
  ◦ MarkView AUSS - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView AUSS?

• MarkView Authentication
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  ◦ MarkView Authentication - New Authentication methods in Kofax Markview 9.1 and above troubleshooting and diagnostics

• MarkView Automated Actions
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  ◦
MarkView Automated Actions - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Automated Actions?

- **MarkView Bar Code Generator**
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  - MarkView Bar Code Generator - Error inserting Sub Type - 'Exception encountered while executing MarkView PL/SQL procedure.'
  - MarkView Bar Code Generator - MarkView Bar Code Generator Tuning Parameters
  - MarkView Bar Code Generator - Red X on Generated Barcode Cover Page
  - MarkView Bar Code Generator - Sentinel service error after rebooting MarkView Barcode Server
  - MarkView Bar Code Generator - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Bar Code Generator?

- **MarkView Bar Code Server**
  - No image available
  - MarkView BarCode Server - OIP-04126: Invalid argument value encountered while retrieving next request
  - MarkView Bar Code Server - Access Violation on Barcode Server
  - MarkView Bar Code Server - Bad Filename : processing halted on Bar Code Server Problems
  - MarkView Bar Code Server - Barcode Server Unable To Access Image
  - MarkView Bar Code Server - Bar codes are read successfully from VCDEMO using an image quality of Poor; but not from the Bar Code Server
  - MarkView Bar Code Server - Bar Code Request History
  - MarkView Bar Code Server - Error -2147221403 encountered while attempting to access image file - GetHttpFile failed with HTTP status code 403
  - MarkView Bar Code Server - Error -Connection reset by peer: socket write error- in OC4J Log
  - MarkView Bar Code Server - How do I use VCDemo to analyze scanned barcode values?
  - MarkView Bar Code Server - How to Deactivate a VRS License for Use On Another Machine
  - MarkView Bar Code Server - I am unable to view the bar code cover sheet of the expense report.
  - MarkView Bar Code Server - ORA-03120 encountered while retrieving next bar code request.
  - MarkView Bar Code Server - Support For HTTP/HTTPS
  - MarkView Bar Code Server - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Bar Code Server?

- **MarkView Connector**
  - No image available
  - MarkView Connector 5.1 documentation

https://knowledge.kofax.com/MarkView/Troubleshooting

Updated: Sun, 06 Dec 2020 00:57:32 GMT
MarkView Connector for TiS eFlow - The Origin Information view type does not get populated on the Validation work item.

MarkView Connector - Connector Document was scanned but no Connector Export Request was created

MarkView Connector - Connector Review Users Locked - ORA-00054 resource busy and acquire with NOWAIT specified ORA-06512 at MVCN_UTIL / MVCN_REVIEW

MarkView Connector - Connector Triggers Not Optimized

MarkView Connector - Description of process for OCRInvoice

MarkView Connector - Error: "user ADMIN has not been setup properly in Oracle Apps. Verify the user exists"

MarkView Connector - Export Requests fail with Unauthorized error

MarkView Connector - Export Request fails with message: nullMissing or unknown file type requested

MarkView Connector - How payment terms are set.

MarkView Connector - How to Find the Uploaded and Transformed XML for an Invoice

MarkView Connector - How to get debugging information for validation operations

MarkView Connector - Incorrect routing for Connector Review. Item incorrectly transitions to Rescan Review rather than Connector Review user

MarkView Connector - Kofax Capture Integration

MarkView Connector - MVImportAPI.MVImportException - ORA-01843 not a valid month

MarkView Connector - Oracle DataAccess error received when testing the database connection

MarkView Connector - Replacing MVCN_BUILD may prevent application of the 5.10.9 Patchset

MarkView Connector - Trigger file is not being generated for OCR documents

MarkView Content Server

MarkView Content Server - Encountering NullPointerException error when custom segment without a parent is validated - SUPERCEDED by Patch 5.5.3.4

MarkView Database

All MarkView Components - Useful Database Lock Troubleshooting Information

MarkView All Components - Error 12560 TNS Protocol Adapter

MarkView All Components - Export MarkView database schema on 10g and later

MarkView All Components - Export MarkView database schema on 9i and earlier

MarkView All Components - Extracting custom package bodies from your MarkView Schema

MarkView All Components - HowTo Compile a PL/SQL Type

MarkView All Components - How do I consolidate multiple tnsnames.ora files?

MarkView All Components - How do I determine Database Objects versions?
MarkView All Components - How do I spool from SQL*Plus to Excel?

MarkView All Components - Invalid Number / ORA-01722 When Gather Schema Stats

MarkView All Components - MarkView and Oracle RAC

MarkView All Components - ORA-04061 existing state of packages has been invalidated

MarkView All Components - Purging or Archiving MarkView Data in the MarkView Schema

MarkView All Components - What is the meaning of the error codes raised out of MV_SCHEME?

MarkView Database - Apps Trigger Error : ORA-06508: PL/SQL: could not find program unit being called

MarkView Database - Are direct updates to the MarkView Database Data supported; via SQL*Plus; SQL Scripts or other tools?

MarkView Database - Importing Table Data

MarkView Database - Kofax Recommendations and Best Practices for Gathering Statistics

MarkView Database - Unique constraint (MARKVIEW.MV_SES_MARKVIEW_SESSION_PK) violated

MarkView - Where are database trace files created?

• MarkView Document Export

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Instructions for starting DBMS_Job for the MarkView Document Export server

MarkView Document Export - What are the recommendations and best practices for partitioning / load balancing MarkView Document Export?

• MarkView Document Library

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MarkView Document Library - Document CheckOut results in ORA-29273; ORA-06512; ORA-12545

MarkView Document Library - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Document Library?

• MarkView Document Server

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Kofax TIFF File Requirements and Recommendations for Templates

MarkView Document Server - Attribute name - e.g. {ATTR3} - Displayed in Document History instead of Markup Text

MarkView Document Server - Errors on document upload to MarkView Document Server

MarkView Document Server - Missing Images on Document Server

MarkView Document Server - Scan / Fax Unable To Upload File

MarkView Document Server - What diagnostic steps should I follow and what information should I gather when troubleshooting MarkView Document Server issues?
- **MarkView DTM**

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- Document Transport Module (DTM) - What diagnostic steps should I follow and what information should I gather when there is an issue with Document Transport Module (DTM)?
- MarkView DTM - Documents fail to upload with a 12030 error code; Broken Pipe; or Request Entity Too Large error message.
- MarkView Process Email Notifications - Users receiving email notifications; but no items are pending their attention in their Web Inbox.
- MarkView Process Mail Gateway: Error 9 Received in Log
- MarkView Process Mail Gateway for Windows - You may encounter issues specifying MAPI as Inbound protocol and you may receive multiple Error 5 messages
- MarkView Process Mail Gateway - Could not find mscoree.dll error received during installation
- MarkView Process Mail Gateway - Upon trying to start the service; you receive the error: service on Local Computer started and then stopped.

- **MarkView Enterprise Edition**

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- MarkView Enterprise Edition - While attempting to Direct Print; the viewer freezes.

- **MarkView ERP Integration**

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- MarkView ERP Integration - Error when modifying the Invoice Workbench form in an Oracle On Demand Environment.
- MarkView ERP Integration - FRM-40654: Record Has Been Updated By Another User. Re-Query To See Change
- MarkView ERP Integration - FRM-40654: Record has been updated. Requery block to see change in Invoice Workbench
- MarkView ERP Integration - Invoice Creation Fraud Detection report problem.
- MarkView ERP Integration - Issues with multi-language attachments. Receiving error -This MarkView document is associated with multiple ERP records. Placing the Entry complete is not allowed.-
- MarkView ERP Integration - oracle.apps.fnd.formsClient.FormsLauncher error after updating the java plugin
- MarkView ERP Integration - Previously Entered Query Criteria is missing
- MarkView ERP Integration - Reintegration and Troubleshooting steps after applying an ERP System Patch.
- MarkView ERP Integration - The Hierarchy approval limit query is returning incorrect results and approval limit is not found during invoice approval.
- MarkView ERP Integration - Troubleshooting NoClassDefFoundError or Could not initialize class
- MarkView ERP Integration - Upgrade EBS 11.5.10 - What additional changes and best practices are recommended or required in my MarkView Environment after upgrading to Oracle EBS 11.5.10?
- MarkView ERP Integration - What is the proper procedure to delete an image from an invoice header?
MarkView ERP Integration - When placing the Entry Complete markup on a work item we are receiving an error message that the MarkView document is not associated with any ERP record.

**MarkView Expense Management**

MarkView Expenses for Oracle - What Oracle field does MarkView reference to determine if receipts are required or not?

MarkView Expense Management - Barcode is not displaying on the Expense Confirmation Page.

MarkView Expense Management - character string buffer too small error occurs when the Oracle workflow continues past the MarkView Node.

MarkView Expense Management - Determining the Oracle Internet Expenses patchset version for 11.0.3 or 11i

MarkView Expense Management - Expense Report Receipts are not recognized and directed to the Manual Review Queue.

MarkView Expense Management - Expense Report stuck in MarkView SQLFLOW/MarkView Initialize node within the Oracle Workflow

Markview Expense Management - Hold Pending Receipts status

MarkView Expense Management - known issues after applying Internet Expenses Patchset OIE.K for Oracle EBS 11.5.10

MarkView Expense Management - No barcode generated as the expense report was submitted while the barcode server was down.

MarkView Expense Management - performance issue with Expense cover page generation

MarkView Expense Management - Receipts Missing flag in Oracle ignored by MarkView

MarkView Expense Management - What diagnostic steps should I follow and information to gather when there is an issue with the recognition rate of expense report cover pages?

MarkView Expense Management - What diagnostic steps should I follow and what information should I gather when troubleshooting MarkView Expense Management issues?

MarkView Expense Management - What do the values mean in the columns SOURCE and WORKFLOW_APPROVED_FLAG in the table AP_EXPENSE_REPORT_HEADERS_ALL?

MarkView Expense Management - Work Item transitions from OIE Deleted Expense Reports queue to Error queue

MarkView Expense Management - Oracle iExpense Hangs and Says 'Loading' When Viewing Attachments

**MarkView Export Connector**

Batches not exporting & going to Quality Control due to Error - System.Net.WebException: The server committed a protocol violation

MarkView Export Connector: Installing KCEC-MarkView with Capture 10.1

MarkView Export Connector; MarkView Scan - File Exists error

MarkView Export Connector - Error 1007 while installing KCEC-MarkView
MarkView Export Connector - Error 1722 while installing KCEC-MarkView
MarkView Export Connector - HTTP 400 (Bad Request) on Upload to Document Server
MarkView Export Connector - Troubleshooting Guide
MarkView Export - Encountering an exception when printing via Export Server if the print request is made from Web Inquiry.

MarkView Export Server
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MarkView Export Server Export Email Failing With the Error: 'Message could not be sent to some recipients'

MarkView Express Viewer
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MarkView Express Viewer and DFM - When a user creates; updates; or deletes a distribution line; these changes are not displayed in the document history portion of the MarkView Express window
MarkView Express Viewer - Browser Window Default Size / Location

MarkView Fax Server
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DE-SUPPORT NOTICE: 013006- Terminal Release for Support of Dialogic fax boards with the MarkView Fax Server
MarkView All Components - Troubleshooting tips for the Fax Server; Import Server; Export Server and Barcode Server (MarkView 5.10 and above).
MarkView Fax Returns Error:-153 The connect to the port was unsuccessful.
MarkView Fax Server- Brooktrout Boards Finding the precise driver version in use?
MarkView Fax Server - Brooktrout Boards - What tools are available for testing Brooktrout boards and diagnosing issues?
MarkView Fax Server - Brooktrout No Loop Current Error (BChannel1).
MarkView Fax Server - Enabling debug logging for Brooktrout TR1034 Fax Boards
MarkView Fax Server - Encountering error 38 when receiving an inbound fax
MarkView Fax Server - Error 55 Brooktrout MMR Compression Error
MarkView Fax Server - Inbound faxing using voice-over IP or multi-function devices
MarkView Fax Server - Receiving error after applying 5.10.7 Patchset or 5.0.4.1 Hotfix - Unable to initialize port: BChannel5 error
MarkView Fax Server - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Fax Server?
• **MarkView FileNet Integration**
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  - Markview Filenet Integration - What diagnostic steps should I follow and what information should I gather when there is an issue related to Markview Filenet Integration

• **MarkView File Capture**
  - No image available
  - MarkView File Capture - Setting up multiple JVMs for a single OC4J instance - MarkView File Capture restrictions
  - MarkView File Capture - CJK fonts need to be installed. message appears when viewing images processed through MarkView File Capture
  - MarkView File Capture - Emailing PDF files directly from Adobe Acrobat Reader fails.
  - MarkView File Capture - Emails are being received but attachments are not being picked up
  - MarkView File Capture - Emails being sent are not received.
  - MarkView File Capture - How to I create a Cover Page Class for the -UNCATEGORIZED DOCUMENT- Document Type?
  - MarkView File Capture - java.lang.InternalError: Can't connect to X11 window server- when sending in documents.
  - MarkView File Capture - Load balancing on an OAS cluster with more than 1 node - MarkView File Capture restrictions
  - MarkView File Capture - Product Documentation
  - MarkView File Capture - Users do not receive success or failure email notifications
  - MarkView File Capture - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView File Capture?

• **MarkView for Oracle**
  - No image available
  - Cannot connect to Markview. system.runtime.InteropServices.COMExcpetion(0x800A083f): Could not find script named 'Markview'
  - MarkView for Oracle - Oracle Fusion Mobile App Support
  - MarkView for Oracle - Query to find all attachments for an Oracle Invoice
  - MarkView for Oracle - Unable to view images from Oracle Applications
  - Cannot start MarkView Server in WebLogic. It is in incompatible state

• **MarkView General Ledger**
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  - MarkView General Ledger- Journal Inquiry form does not display MarkView Attachments
MarkView Home

_users receive "Request has been denied due to unacceptable characters in the input" error trying to reach MarkView Home page

- MarkView All Components - Blank page after attempting to log in
- MarkView All Components - Error occurs in MarkView Home when trying to access Administration menu items
- MarkView All Components : Prompted For Authentication Twice When Accessing the MarkView System Applications
- MarkView All Components - "Request has been denied" error appears when navigating to a menu item which accesses a different server than MarkView Home itself.
- MarkView All Components - Users are continuously prompted to logon even if the correct credentials are used.
- MarkView Home - Restricting menus
- MarkView - When you login into MarkView you are getting the login popup screen twice; and sometimes you don't get a complete menu and icons

MarkView Import Server

- MarkView All Components - Error 1067 when trying to start Import Server
- MarkView Import Server - Import Server fails if it loses connection to database while processing a file
- MarkView Import Server - Leading Space in Volume Path can cause upload errors
- MarkView Import Server - Login fails after 11G upgrade
- MarkView Import Server - Will not start and "The file exists" error appears in Event log

MarkView Installer

- "java.lang.ClassNotFoundException: org.opensaml.soap.soap11.impl.BodyBuilder" message encountered when installing MarkView into a WebLogic 12.2 environment or upgrading WebLogic to 12.2
- Error occurred during initialization of VM. Could not reserve enough space for 2097152KB object heap
- MarkView All Components - Installation fails while running mvt_document_history_ps.sql
- MarkView All Components - Installation hangs after message: Binding viewer web-module for application viewer to site default-web-site under context root /viewer
- MarkView All Components - Installers : Is there a way to record all of the input by the user when running the installer? Is there a way to automate the installer; so I do not have to type any input into the installer?
- MarkView All Components - MarkView 6.5 Installer fails with the following error message "install' in project 'accounts-payable' Data Seed Task Failed: java.sql.SQLException: ORA-01422: exact fetch returns more than requested number of rows'
- MarkView All Components - ORA-00955: name is already used by an existing object during patchset

https://knowledge.kofax.com/MarkView/Troubleshooting
Updated: Sun, 06 Dec 2020 00:57:32 GMT
Powered by mindtouch™
MarkView All Components - Verify fails with Malformed \uxxxx encoding error
MarkView installation is failing on AIX using Weblogic 12 with the error java.lang.ClassCastException: org.apache.xerces.parsers.XIncludeAwareParserConfiguration incompatible with org.apache.xerces.xni.parser.XMLParserConfiguration
Markview Installation - Failure executing target 'install' in project 'erp-integration-oracle' when attempting to install 9.1.1 on WebLogic
MarkView Installer: Fix Pack Installer fails in Wildfly environment with "The Oracle Driver file does not exist"
MarkView Installer – Installer fails while processing seed_fnd_document_datatypes.sql
MarkView Installer - 'no ComponentUI class' message is displayed when running the MarkView Installer
MarkView Installer - no data found when executing the seed_fnd_document_datatypes.sql script.
Markview Installer - The installer returned with response code 500
MarkView Installer - The version returned [Temporary] by the JMX call does not have the right format when installing on Weblogic
MarkView Installer - What diagnostic steps should I follow and what information should I gather when there is an issue with the MarkView Installer?
Packages MV_ADMIN_EXP_SERVER MV_ADMIN_EXP_QUEUE are invalid after Markview 10.2 Installation or Upgrade

MarkView Invoice Audit
MarkView Invoice Audit - What diagnostic steps should I follow and what information should I gather when there is an issue with the MarkView Invoice Audit functionality?

MarkView KIC Integration
MarkView KIC Integration - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView KIC Integration?

MarkView KTM
MarkView KTM Project - Supplier list in Validation screen is not returning values
KTM Validation (Line Matching) in MarkView is returning PO Lines that do not match the PO Number found in the Header
MarkView All Components – KTM Validation error - ' Invalid UserID ' or ' Array lower bound is larger than upper bound '
MarkView KTM Project - Automatic Learning Does Not Work
MarkView KTM Validation - Slowness with the instant search tools in the KTM Validation screen such as the one for the contacts field (F9)
MarkView - KTM Extraction Error

- **MarkView Licensing**
  - No image available
    - MarkView Viewers - MarkView Concurrent Usage

- **MarkView Lists Of Values (LOVs)**
  - No image available
    - MarkView Lists Of Values (LOVs) - Long List LOVs Querying All Values

- **MarkView Mail Gateway**
  - No image available
    - How do you properly configure all of the values for the MarkView Process Mail Gateway?
    - MarkView All Components - DNS Protected Mail Server (Exchange Server / SMTP Server)
    - MarkView All Components - How to prevent pending email notifications from being sent
    - MarkView All Components - MVT_TEST_EMAIL_ADDRESS Preference Set But Status Alert Emails Going to Production
    - MarkView All Components - URL in MarkView emails contains extra characters.
    - MarkView Mail Gateway: Empty status notification emails generated when unused rule parameter value is not set.
    - MarkView Mail Gateway - Error - Missing mandatory property (MailBody)
    - MarkView Process Mail Gateway for Windows - You may encounter issues specifying MAPI as Inbound protocol and you may receive Error 5 when mail is queued up and polling interval is small - SUPERCEDED by patch 5.5.2.3; see Answer 992
    - MarkView - What diagnostic steps should I follow and what information should I gather when there is an issue with the MarkView email Notifications?

- **MarkView Mobile**
  - No image available
    - MarkView Mobile Viewer (MarkView 8.0 and higher) - What diagnostic steps should I follow and what information should I gather when there is an issue with the MarkView Mobile Viewer?
    - MarkView Mobile Viewer - Please check your network connection when saving a comment.

- **MarkView OCR Invoice**
  - No image available
    - MarkView OCR Invoice - Error when attempting to re-create an AP invoice document as an OCR Invoice Document. - MarkView

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OCR Invoice - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView OCR Invoice?

- **MarkView Oracle Integration**
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- How to determine SQL*Flow Application Function for an Oracle EBS form?
- Incorrect Forms builder program is invoked following an upgrade to R12
- MarkView - Are Oracle Localizations supported?
- MarkView - A workitem / document has been linked to wrong invoice in Oracle
- MarkView All Components - Cannot compile FNDATTCH.fmb via command line
- MarkView All Components : Determining the Oracle Accounts Payable patchset version
- MarkView All Components - How can I determine Release and Patchset versions for Oracle Applications?
- MarkView All Components - How to use the Oracle Jinitiator Java Console
- MarkView All Components - Markview Zoom Button Not Enabled For Invoice Workbench (APXINWKB / SFXINWKB)
- MarkView auto-attach no longer works although manual attach functions as expected
- MarkView Oracle Integration - APP-FND-00222 when submitting concurrent request in Oracle Applications with modified CUSTOM.pll library
- MarkView Oracle Integration - Could not determine workflow function for form (XXX) and block (YYY)
- MarkView Oracle Integration - ORA-06508 error raised in FND_PIE_RECORD when starting Invoice Workbench
- MarkView Oracle Integration - After installing Oracle Applications Technology 11i:ATG_PF.H.delta.6 (RUP6 patch); users cannot authenticate to log into MarkView.
- MarkView Oracle Integration - an error is encountered containing the text "Multi-organization routine failed to initialize a session".
- MarkView Oracle Integration - Attachment form FNDATTCH is minimized after MarkView integration / Auto-Show MarkView Document
- MarkView Oracle Integration - Cannot Compile MarkView Libraries / Compiling MarkView Libraries Causes Errors
- MarkView Oracle Integration - Choosing a customer value for SF_TOP can result in an error opening forms.
- MarkView Oracle Integration - Could not determine workflow function for form (SFXWKDFDR) and block (WORKING_FOLDER). Oracle Entity that Cannot Access MarkView Working Folder Form in Oracle
- MarkView Oracle Integration - Duplicate Images are attached when using GetNext button on Invoice Workbench
- MarkView Oracle Integration - Events Not Processing Due to ORA-20858: Error (-904) while querying unique record: ORA-00904: -CUSTOMERTRXID-: invalid identifier error
- MarkView Oracle Integration - Exception Error oracle.apps.fnd.framework.OAException: oracle.jbo>NoDefException
- MarkView Oracle Integration - Function Responsibility Error When Opening Forms After MarkView Oracle Forms Server Components Install

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MarkView Oracle Integration - How will FNDATTCH.fmb be affected by upgrading FNDATTCH.pld 115.41 to 115.43?

- MarkView Oracle Integration - I am getting a forms error; but I am unsure if the error is related to an Oracle issue or a Kofax issue?
- MarkView Oracle Integration - JSP Errors in iExpense and iProcurement
- MarkView Oracle Integration - Markview Attachment link is appearing on Oracle pages that are not integrated with Markview
- MarkView Oracle Integration - Navigating to the Working Folder Form the following error message was being received: ORA-00904 -CURRENT_ROW_INDICATOR- invalid identifier
- MarkView Oracle Integration - Open button on Working Folder does not query associated invoice in workbench
- MarkView Oracle Integration - Oracle Error -2001 When Accessing Working Folder
- MarkView Oracle Integration - Oracle R12 Patch # 14040540 (formerly #9076040) causes a large number of InvoicePaid events to be alerted.
- MarkView Oracle Integration - Receiving error message: "MarkView document associated with multiple ERP records. Placing the Entry complete is not allowed."
- MarkView Oracle Integration - Upgrading Oracle EBS from 11i to R12 MarkView Reintegration Steps
- MarkView Oracle Integration - What are MarkView Systems' plans for supporting for Oracle Financials Release Update Pack 12.0.5 (RUPS)?
- MarkView Oracle Integration - What steps should I follow to enable Oracle 10g database auditing
- MarkView Oracle Integration - Within Oracle; we receive the following error: -Function not available to this responsibility.-
- MarkView Support of Oracle Indirect Responsibilities
- Oracle Apps R12.x - Using the 'Open Work Item' button in the Working Folder and then attempting to search for a new Invoice in the Invoice Workbench does not work
- Oracle Jinitiator Compatibility and Certification
- What is the process to set SF_TOP in Oracle Applications 11i

**MarkView Performance**

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- MarkView All Components : Performance Issues With MarkView - What Diagnostic Steps Should I Follow & What Information Should I Gather?
- MarkView All Components : Recompiling Filters Programmatically
- MarkView for SAP - Addressing some performance issues
- Markview Performance - Additional Foreign Key indexes - 6.4 and 6.5 versions
- MarkView Performance : Slow performance caused by SF_USER_ITEMS view sql
- MarkView Web Inbox - Get Next Performance Issues
- Slow Performance Applying Markup Tools, Entering Comments or LOV's in MarkView Viewer
• **MarkView PL/SQL Servlet**
  
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  - MarkView PL/SQL Servlet - What diagnostic steps should I follow and what information should I gather when there is an issue related to the MarkView PL/SQL Servlet?

• **MarkView Policy**
  
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  - MarkView All Components - Supported versions of third party products
  - MarkView All Components - Support policy regarding ERP releases; patches; and updates.
  - MarkView All Components - Support policy regarding Oracle RDBMS releases; patches; and updates.
  - MarkView All Components - Support policy regarding operating system or third party release; patches; and updates.

• **MarkView Process**
  
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  - MarkView Technical Support Process - Customer Escalations
  - MarkView All Components - MarkView Client Information Tracking System (CITS)
  - MarkView Process - What diagnostic steps should I follow and what information should I gather when troubleshooting Alternate User Assignment (AUA) issues?
  - MarkView Process - What diagnostic steps should I follow and what information should I gather when troubleshooting Get Next issues - Items From The Incorrect Org; or No Items Pending / Unable To Retrieve Items
  - MarkView Support Off Hours
  - MarkView - System Outage Message on MarkView Homepage
  - Technical Support Process - Bugs and Enhancement Requests

• **MarkView Process Manager**
  
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  - MarkView All Components – Events not being processed
  - MarkView Process Manager - How do I rebuild the indexes on the sf_event_alert and sf_event_alert_property_value tables?
  - Process Manager - What diagnostic steps should I follow and what information should I gather when there is an issue with the Process Manager?
  - We are having a problem with the Archive event causing our Process Manager to spin. Is there a way we can move the Archive event to its own manager so that other events will continue processing?
  - What are the steps to view the current values of the Initialization Parameters used by the MarkView SQL*Flow Manager for PL/SQL?
MarkView Process Monitor

- What diagnostic steps should I follow and what information should I gather when there is an issue with Process Monitor?
- Accounting Details missing GL Accounts in LOV
- How Do I Set the AUTHENTICATION_METHOD to SSO for Process Monitor in OAS?
- HTTP 500 Internal Server Error trying to Access Process Monitor
- java.lang.OutOfMemoryError
- ORA-06513 when logging into Process Monitor
- What diagnostic steps should I follow and what information should I gather when there is an issue with Process Monitor?
- Customizing a Process Monitor Configuration to filter queues
- When navigating through MarkView Home or MarkView Process Admin I encounter the following error message - 'ORA-06502: PL/SQL: numeric or value error'.

MarkView Project Rebilling

- What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Project Rebilling?

MarkView Purchase Order Rendering

- What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Purchase Order Rendering?

MarkView SAML Integration

- Unable to start the Markview Application Server after setting SAML Certificate Preferences

MarkView SAP Integration

- Syntax error related to REVERSE_CHECK and CHECK_DOCUMENT_STATUS
- MarkView for SAP 7.1 - Syntax error related to REVERSE_CHECK and CHECK_DOCUMENT_STATUS
- MarkView for SAP 8.0 - Syntax error related to REVERSE_CHECK and CHECK_DOCUMENT_STATUS
- MarkView for SAP 8.1 - Syntax error related to REVERSE_CHECK and CHECK_DOCUMENT_STATUS

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MarkView for SAP 8.2 - Syntax error related to REVERSE_CHECK and CHECK_DOCUMENT_STATUS
MarkView for SAP 9.0 - Syntax error related to REVERSE_CHECK and CHECK_DOCUMENT_STATUS
MarkView for SAP Gateway - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Gateway?
MarkView for SAP - Applying SAP EHP5 causes a Transport Collision
MarkView for SAP - ApprovalCheck fails with CM_NO_DATA_RECEIVED message
MarkView for SAP - Attachments do not display in SAP after applying SAP 6.0 SP17
MarkView For SAP - Steps to take for an SAP Server Name Change
MarkView for SAP - Troubleshooting JCO 3.0.5 issues during Installation and Upgrade
MarkView SAP Integration - Count of items in Working Folder is invalid; -no items pending- appears in Working Folder that does have items; Error 105 on attempting to open image
MarkView SAP Integration - Follow On Documents - Taking Considerable Amount of Time to Process
MarkView SAP Integration - Generating a trace file for analysis of a performance issue in MarkView for SAP
MarkView SAP Integration - Invoice can route to the incorrect Resolution queue in MarkView for SAP 6.X
MarkView SAP Integration - Supplier Follow-Up document does not attach to Vendor record.
MarkView SAP Integration - What diagnostic steps should I follow and what information should I gather when troubleshooting a MarkView for SAP issue?
Unable to establish an RFC connection between SAP and MarkView

- MarkView Scan
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  MarkView Scan - Barcode recognition improved with Kofax upgrade
  MarkView Scan - Barcode values not detected and ORA-20887 error raised when cover page is discarded
  MarkView Scan - does not prompt for batch categorization on new batch
  MarkView Scan - error 20125 while selecting device
  MarkView Scan - Error 20127; 20013 While Trying To Scan
  MarkView Scan - Error 20397 when attempting to change to Duplex mode for Kodak i280 scanner
  MarkView Scan - Error Saving Document - 12003
  MarkView Scan - How do I configure my scanner to scan in duplex (two sided documents)?
  MarkView Scan - How to find the batch for a workitem
  MarkView Scan - Kodak 35xx Scanner Calibration Instructions
  MarkView Scan - Kodak Scanners Firmware and Scan Validation Tool (SVT)
  MarkView Scan - Kofax 650i Adrenaline Card - Is it supported by the VRS 4.0 installer?
  MarkView Scan - New Hardware Found after connecting scanner in MarkView Scan installation
  MarkView Scan - 'ORA-20202 : There are no Volumes available for new Images of Document ' 
  MarkView Scan - Receiving Run-time error 70 when scanning in new batches.
  MarkView Scan - Scanned images appear in mosaic pattern
- MarkView Scan - Scanner Error Out of Paper CDT009: Load more paper to continue scanning.
- MarkView Scan - Scanner unable to scan multiple pages
- MarkView Scan - Scanning Tips and Best Practices
- MarkView Scan - Scan batch numbers increment by 20
- MarkView Scan - Scan station not categorizing bar codes; all documents are displaying as uncategorized.
- MarkView Scan - Scan Station Shut Down and Reboot
- MarkView Scan - side two of duplex document has limited VRS controls
- MarkView Scan - This document type requires a cover page barcode
- MarkView Scan - VRS does not run and Advanced Button does not work
- MarkView Scan - We are receiving an error while trying to view an image: Climage exception: Decompression error
- MarkView Scan - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Scan?
- MarkView Scan - What scanners can be used?
- MarkView Scan - Who should I contact if I need assistance with a VRS License?
- MarkView Scan - Windows Application Error when shutting down Capture and Output server

- MarkView Self Service Invoice
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- MarkView Self-Service Invoice: Cannot view SSI barcodes in an environment that was upgraded to MarkView 7.0
- MarkView Self-Service Invoice - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Self-Service Invoice?
- Markview Self Service Invoice - Markview Self Service Invoice has encountered an error when generating follow up barcode
- MarkView Self Service Invoice - Expenditure Org LOV lists are blank when there are plenty of items that should be displayed in the list
- MarkView Self Service Invoice - Incorrect seeding of Tool BitMaps
- MarkView Self Service Invoice - Unable to 'Add a Line' - PL/SQL table out of range error
- MarkView SSI - Unable to submit an SSI (Self Service Invoice) request
- SSI work items stuck in Import Error queue
- SSI - "Document associated with multiple ERP records" error occurs on Entry Complete action

- MarkView Single Sign On
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- MarkView All Components - How to completely disable Single Sign On
• MarkView Solutions
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  ◦ Consulting Solutions - MarkView MVC Email PDF - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView MVC Email PDF markup?
  ◦ MarkView Solutions - Upgrading Add-on Financial Modules

• MarkView Support Tools
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  ◦ MarkView All Components - Technical Support Diagnostic Tools 10.0.x - Installation and Functionality Information
  ◦ MarkView All Components - Technical Support Diagnostic Tools 10.1.x - Installation and Functionality Information
  ◦ MarkView All Components - Technical Support Diagnostic Tools 10.2.x - Installation and Functionality Information
  ◦ MarkView All Components - Technical Support Diagnostic Tools 6.x - Installation and Functionality Information
  ◦ MarkView All Components - Technical Support Diagnostic Tools 7.x - Installation and Functionality Information
  ◦ MarkView All Components - Technical Support Diagnostic Tools 8.x - Installation and Functionality Information
  ◦ MarkView All Components - Technical Support Diagnostic Tools 9.x - Installation and Functionality Information
  ◦ MarkView All Components - Workitem History Generation fails after Technical Support Diagnostic Tools upgrade to 7.1.0.0

• MarkView Upgrade
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  ◦ MarkView All Components - How to disable duplicate rules after an upgrade to 6.x
  ◦ MarkView All Components - How to handle invalid objects after upgrading to versions 6.x and 7.x.
  ◦ MarkView All Components - Upgrade script encounters errors and fails to complete; but attempting to re-run the upgrade script; it gives the message 'No upgrade necessary'.

• MarkView Viewer
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  ◦ MarkView Viewer ear file fix to resolve performance problem or image load issue
  ◦ MarkView All Components - Strategies for using the Blackout action tools
  ◦ MarkView All Components - Unable to remove the Blackout Action placed by other members of the Confidential Group
MarkView Viewer - Showing or hiding Markups by default

- MarkView Viewer All - encounter the error "This Workstation's Serial Number is not registered"
- MarkView Viewer image quality impacted by Internet Explorer IE scaling APIs
- MarkView Viewer - Performance (Details Section) - You may encounter slow image load times for documents with large workflow histories
- MarkView Viewer - After upgrading to MarkView 7.1 some images can not be viewed.
- MarkView Viewer - After upgrading to MarkView for Oracle 6.3.0 or later I recieve Package Error: (302) or Package Error: (105) when I try to access to a document.
- MarkView Viewer - Browser opens but immediately closes when attempting to view images in MarkView For SAP via Attachment List - Display
- MarkView Viewer - "Encountered an internal exception error (null pointer) while accessing the MarkView database."
- MarkView Viewer - End-dating Document Types prevents existing items of that type from being viewed
- Markview Viewer - ERROR com.markview.ui.viewer.commands.ShowPageCommand
  java.lang.IllegalStateException: Cipher not initialized when opening Markview Images
- MarkView Viewer - HTTP 401 error when attempting to view documents
- MarkView Viewer - Long delay when placing Entry Complete Markup
- MarkView Viewer - Markup tool bar displaying too many markup icons for viewer window
- MarkView Viewer ( MarkView 7.0 and higher ) - content of Green Text Annotation can prevent invoice image being displayed
- MarkView Viewer ( MarkView 7.0 and higher ) - What diagnostic steps should I follow and what information should I gather when there is an issue with the MarkView Viewer?
- MarkView Viewer - MarkView Enterprise Edition and MarkView Express Viewer window does not refresh
- MarkView Viewer - Particular user is missing from the Comment Request LOV
- MarkView Viewer - Pop-up blockers prevent launching the MarkView Viewer.
- MarkView Viewer – Printing or Emailing issues
- MarkView Viewer - Recommended Browser Settings for use with MarkView
- MarkView Viewer – Some Viewer sections are blank or missing. The Viewer displays a blank page.
- MarkView Viewer – The MarkView Viewer sometimes does not save Actions. Missing Green Text or Blue Sticky Notes
- MarkView Viewer – Unexpected error when placing an Action
- MarkView Viewer - Users can't see all markups that have been placed on a document image
- MarkView Viewer - Users Occassionally Seeing Blank Image in Kofax Markview 7x 3G Viewer
- MarkView Viewer - User attempting to view a MarkView document is prompted for a log in 3 times; but the document is not displayed and no error message is shown.
- MarkView Viewer - "You do not have the necessary authorization to perform this action. Contact your system administrator"

- MarkView Viewer Enterprise
  
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MarkView Viewer Enterprise Edition - Java attempts to download each time when viewing a document in the Enterprise Viewer

MarkView Viewer Enterprise Edition - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Viewer Enterprise Edition?

MarkView Viewer Enterprise - encountering 12003 Error when viewing document

MarkView Viewer Enterprise - Error When Attempting To View MarkView Images - Invalid Certificate

MarkView Viewer Enterprise & Express - "OK" button not visible on Re-Create Document markup in MarkView 6.5

MarkView Viewer Enterprise - launch process reaches approximately 75% and then fails java.lang.NullPointerException error.

MarkView Viewer Enterprise - Load: class markview.viewer.mvApplet not found error in MarkView Viewer Enterprise Edition

MarkView Viewer Enterprise - Markups missing after document is saved

MarkView Viewer Enterprise - Unable to simultaneously run two different versions of the Viewer Enterprise Edition on the same system during an upgrade.

MarkView Viewer Enterprise - Unable to view MarkView document images using MarkView Enterprise Edition Viewer when FTP protocol utilized.

Steps to enable the MarkView Viewer Enterprise Edition to run with IE8 when running MarkView 5.9.x for PeopleSoft

MarkView Viewer Express

MarkView Viewer Express - Created or Last Modified Timestamp format incorrect when editing or viewing a Distribution line.

MarkView Viewer Express - Direct Print option from Express Viewer does not print full-size image

MarkView Viewer Express - Encountering null authentication window when attempting to view MarkView document

MarkView Viewer Express - While viewing images; the Express Viewer may display the error -ORA-01460: unimplemented or unreasonable conversion requested-.

MarkView Viewer Express - Error When Accessing Large LOVs for Invoice Distributions or Entering Distribution Lines in Express

MarkView Viewer Express - Frequent Out Of Memory errors when using Viewer in MarkView for SAP

MarkView Viewer Express - Next and Previous Buttons Not Available in Web Inbox for some Users

MarkView Viewer Express - ORA-6502: numeric or value error: character string buffer too small MarkView Viewer

MarkView Viewer Express - Package Error: . The specified MarkView Username/Password combination is not valid

MarkView Viewer Express - Previously selected markups re-appear on multipage documents after switching documents such as QA Complete markup

MarkView Viewer Express - Receiving 'ORA-01722: invalid number' error messages when viewing certain images.

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MarkView Viewer Express - Save Distribution Line Operation Incorrectly Gets All Apps Project LOV Values

◦ MarkView Viewer Express - Unable to shutdown the MarkView Application Server Viewer Module OC4J (version OC4J 9.0.4) on Windows 2000
◦ MarkView Viewer Express - What are the recommendations and best practices for load balancing the MarkView Express Viewer?
◦ MarkView Viewer Express - What diagnostic steps should I follow and what information should I gather when there is an issue with MarkView Express Viewer?
◦ MarkView Viewer Express - Javascript syntax errors when launching the Express viewer.

• MarkView Web Inbox

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◦ MarkView All Components - Web Inbox Does Not Display Foreign Currency Invoice Amount Decimal Places
◦ MarkView All Components – Web Inbox with large number of invoices causes errors or items disappear.

• MarkView Web Inquiry

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◦ Accessing Web Inquiry after upgrade returns ORA-01422: exact fetch returns more than requested number of rows
◦ MarkView All Components - In Web Inquiry; toggling between the Basic and Advanced modes; can result in an incorrect result set.
◦ MarkView All Components - Web Inquiry configuration to display and short Organizations
◦ MarkView All Components - Web Inquiry is not returning any results

• MarkView Workflow

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◦ 'Escalate document', 'Increase Priority','Reassign document' actions are not available for some document types
◦ After upgrading to 7.1; the Comment Request LOV is empty
◦ Item in Workflow Administration queue due to error : ORA-01422: exact fetch returns more than requested number of rows.
◦ 'List of Values contains no entries' : error when using 'Doc Type' button in 'Previously Entered Invoices' Form
◦ MarkView All Components - MarkView Errors related to: ORA-01438: value larger than the specified precision allowed for this column
◦ MarkView All Components - Troubleshooting Oracle ORA-06502: PL/SQL: numeric or value error: character string buffer too small
◦ MarkView for SAP - Workitems route to the Workflow Administration Queue with ORA-20961: Invalid WorkItem Property: BatchGUID
◦ MarkView Workflow - After the fiscal year is rolled over in SAP workitems may route to the Cancelled queue

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unexpectedly

- **MarkView Workflow** - A work item is currently in process but users are not assigned to the work item.
- **MarkView Workflow** – Business Controls message: Someone with permission to validate business control exceptions must process this document. If you have the permission, please click the Get Next button on the invoice workbench in Oracle Applications.
- **MarkView Workflow** - Change Filters From Execution Time to Transition Time
- **MarkView Workflow** - How do I add Return Reasons to the Return to Supplier Markup?
- **MarkView Workflow** - How to find the new document created by placing the Re-Create Document markup.
- **MarkView Workflow** - Items intermittently route to the Workflow Administration queue with a connection error message.
- **MarkView Workflow** - Unable to Filter the list of users in the Reassign document Markup
- **MarkView Workflow** - Unable to view filtered workitems in SQLFlow Monitor; or retrieve items via Get Next
- **MarkView** - Uncategorized documents cause Selected and "Organization is not in MVERP_Filter_Param_Set" Error

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### MarkView - Kofax Capture

Kofax Capture Export Connector Hotfix COD0229 - Credit memo issue - not showing in Markview
Kofax Capture Export Connector Hotfix COD172 - Resolves an issue where in larger batches pages are uploaded out of order.
Kofax Capture - Data Export Server unable to export double-byte characters
Kofax Capture - Enable debug mode to capture the TIF and XML data from KCEC-MarkView
Kofax Capture - Export error: MV_DOC_CREATION_USER_ID_FK constraint - parent key not found
Kofax Capture - Export to MarkView fails with "ORA-20956: Invalid MarkView Process User ID"
Kofax Capture - Guidance for End Users
Kofax Capture - MarkView Support for Service Packs of Kofax Capture
Kofax Capture - ORA-20001 No rows in MV_PAGE table for document_id is showing in the manager logs for items coming in through Kofax Capture
Kofax MarkView - "PDF's not properly recognized by MarkView Email Import".
Capture export error "Document or document pages are rejected. Export was not performed." "Attempt to write a read-only database attempt to write a readonly database."
MarkView All Components - Procedure for exporting and re-importing batches into Kofax Capture
MarkView Export Connector - Obtaining the full error message when a MarkView Export Connector fails
MarkView - KC - KTM Integration - The "Document Type" list of values under the MarkView custom panel does not populate any values during the manual classification
MarkView - Kofax Capture Batch Manager takes long time to process captured images entered via KIC
Processing batch is failing. The specified MarkView instance does not exist.
Steps to enable debug panel for Scan
• MV 6.0 Troubleshooting Documentation
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  ◦ MarkView for Oracle Version 6.0 Supported Platform Matrix

• MV 6.1 Troubleshooting Documentation
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  ◦ MarkView for Oracle Version 6.1 Supported Platform Matrix

• MV 6.5 Troubleshooting Documentation
  No image available
  ◦ MarkView 6.5.X for Oracle Patchset / Hotfixes

• MV 8.0 Troubleshooting Documentation
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  ◦ MarkView 8.0 - RightFax Integration

• MV 9.1 Troubleshooting Documentation
  No image available
  ◦ MarkView 9.1 Installer - Capture and Output components error when upgrading
  ◦ Markview 9.1 Upgrade with EBS R12.2 error - ORA-00955: name is already used by an existing object - mvaa_auto_act_rule_type_tab.sql

• SupplierExpress
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  ◦ SupplierExpress - Invoice & Payment Data Not Visible After Logging In
  ◦ SupplierExpress 5.0.0 for MarkView HotFixes
  ◦ SupplierExpress : How can I check if the site is down?
  ◦ SupplierExpress : How do I find announcements on the site from my Buyer or the site administrators?
  ◦ SupplierExpress : How do I manually register a vendor / supplier user who did not receive their registration email?
  ◦ SupplierExpress Quick Links
  ◦ SupplierExpress : Troubleshooting Login Issues
  ◦ SupplierExpress - What diagnostic steps should I follow and what information should I gather when there is an issue with SupplierExpress?
  ◦ Supplier Express - Adobe Flash Requirement

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