Kofax Support Statement on Virtual Computing & Cloud Support

Explanation of the Kofax's support regarding Virtual Computing and Cloud Support.

Kofax products are generally supported on the various virtual computing products and cloud environments available in the market. Due to the variety of technologies and variations in environments, it is not practical for Kofax to formally test and certify all of the variations of software that exist for virtual environments.

This document defines the Kofax support policy for virtual computing and cloud environments.

When a customer opens a Case with Kofax Technical Support, and the Kofax software the Case is regarding is running on a virtual environment (including when deployed in a cloud environment), Kofax will assume that the problem is applicable to both native and virtual operating environments. Kofax will only require that the customer recreate the problem in a native (non-virtual) environment if there is reason to believe that the problem is unique to the virtual environment.

Resource availability in virtualized environments (including cloud) can be unpredictable. Kofax makes no guarantees with respect to performance or scalability in a virtualized environment. It is the customer’s responsibility to properly design, configure and test the environment.

NOTE: The use of non-network connected devices is not supported in virtual environments.

Virtual Server Computing

Virtual server products such as VMWare ESX Server and Microsoft HyperV operate at a level below the operating system and are therefore transparent to the products that run on the operating system. Kofax products are tested on a subset of the virtual server products available in the market (VMWare ESX and Microsoft HyperV) prior to their release.

Virtual Server Computing Extensions

We have reviewed the VMware Essential Plus Kit, which includes the following technology: vMotion, Data Recovery and High Availability. There appear to be no specific requirements for applications, such as Kofax Capture, to function properly with these technologies. Our understanding is that these capabilities all work on the underlying infrastructure on which Kofax software is deployed. We believe Kofax Capture should function properly with the three technologies in the VMware Essential Plus Kit.

https://knowledge.kofax.com/General_Support/Support_Details/Kofax_Support_Statement_on_Virtual_Computing_and_Cloud...
Containerization

Certain Kofax products support Docker containers in that Kofax provides sample scripts and associated documentation. However, there are no product dependencies on Docker, or Docker specific features. Kofax knows of no limitations that would apply to other container environment so long as the container supports the required prerequisites.

Kofax does not explicitly support or certify container management tools such as Kubernetes, Promethus, Docker Compose. Management of containers is transparent to Kofax software, and therefore support is viewed consistently with the other virtualization technologies in this document.

Cloud Environments

Cloud providers such as Amazon Web Services (AWS) and Microsoft Azure provide a variety of virtualized environments, similar to virtual server products. Kofax offers a subset of its product as SaaS offerings in which case Kofax manages the cloud deployment and maintenance. Customers can also deploy any on premise Kofax products to the cloud in the same manner as such products would be deployed in a standard virtualized environment. Kofax products do not explicitly require or use any specific cloud provider features. Cloud provider features such as load balancers that act as standard infrastructure replacements are supported consistently with the way such infrastructure would be seen in an on premise environment (meaning that Kofax does not provide support for configuring or diagnosing issues with such infrastructure but will support Kofax products installed in such an environment). In general, cloud features that would require explicit product integration and/or certification such as cloud provider specific databases are not supported. However, there are some exceptions. See "Exceptions" below.

Virtual Client Computing

Virtual client computing solutions are segmented into the following two primary types:

Virtual User Sessions (VUS) or Terminal Services

VUS solutions use a single OS and “virtualize” desktop sessions for each user, providing them with their own applications, profile settings, and data storage; multiple users share a single instance of the OS, but have their own accounts. Popular VUS products on the market today include Citrix XenApp and Microsoft Remote Desktop Services.

Virtual Desktop Infrastructure (VDI)

In a VDI environment, a virtual server hosts multiple instances of a client environment (OS, desktop, applications, user settings, etc.) Each user connects to their own dedicated virtual client environment through a thin client. Popular VDI products on the market today include Citrix XenDesktop and VMWare Horizon View.

Kofax thick-client components are supported in VUS and VDI environments. Examples of components supported in these environments include: Kofax Capture Validation, Kofax Capture Verification, Kofax Transformation Modules Document Review.

Kofax server components that are not intended as thick client end user interfaces are not supported in VUS or VDI environments. Examples of components not supported include KC Server, KTM Server, PDF Generator, etc. These
components are intended for server-side deployment as opposed to executing on a shared client environment.

**NOTE:** All work should be closed or completed before suspending a VM; sessions cannot be maintained if the VM is disconnected from the server.

Exceptions

Exceptions to this policy are noted in each product’s Technical Specifications document, available via the Kofax Support Web site.

Known exceptions to this policy at this time are described below:

• Kofax Express - not supported for virtualization.
• Kofax MarkView - Solaris sparse root zones are not supported for MarkView (whole root zones are).
• Kofax MarkView Fax Server - not supported for virtualization.
• Kofax VRS Elite - not supported for virtualization.

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