

CCH SCAN – KNOWN ISSUES (08 NOV 2015)

Below is a list of issues reported during the last 12 months that potentially impact a significant number of users.

Our aim is to rectify these issues within 12 months but ideally within the next two quarterly releases.

DATE RAISED	ITS	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/ FIXED
22/08/2011	48235	Using Quick Profiling a document can be allocated to the Pending library with no associated client or employee. It will then not come through to CCH Autofill. It should not be possible to allocate to Pending from the Quick Profiler.	No workaround	Fixed (2012.3)
13/07/2012	50244	The OCR Service log keeps growing	No workaround	Fixed (2012.3)
24/07/2012	50314	If the .pdf extension is in capital letters it causes the document to appear blacked out in the Document Centre and CCH Autofill	No workaround	Fixed (2012.3)
23/08/2012	50472	Some PDF files are not OCRed if they are added using Add Document with the Autofill box ticked (rather than via Scan) and appear as a black document.	No workaround	Fixed (2012.3)
23/08/2012	50473	CCH Scan is leaving a copy of the .pdf file behind in its temporary folder as the file is still locked by the Aspose control.	No workaround	Fixed (2012.3)
23/08/2012	50283	If you add an email to CCH Document Management and tick Autofill using the Document Office Add-Ins, then the OCR Service can stop working.	No workaround	Fixed (2012.3)
03/01/2014	52523	Dragging pages between long multi-page documents is not possible.	No workaround	
02/12/2013	52447	Merging documents offers no choice over which document comes first.	No workaround	