

Customizations: Adding, Updating, Troubleshooting and how to contact Professional Services

000019345 | Troubleshooting | Last updated 2026-09-04 | Accounts Payable Agility, Analytics for MarkView, AP Essentials, AutoStore, Business Connect, Collector, Communication Server, Communications Manager, ControlSuite, ControlSuite AutoStore, ControlSuite Business Connect, ControlSuite Equitrac, ControlSuite Output Manager, ControlSuite Shared Components, Copitrak, eCopy PDF, eCopy PDF Pro Office, eFlow, e-Invoice Connect, e-Invoice Network, Equitrac Office / Equitrac Express, Equitrac Professional, General Support, Kofax Analytics for Capture, Kofax Analytics for Process Director, Kofax Analytics for RPA, Kofax Analytics for TotalAgility, Kofax Capture, Kofax Export Connector, Kofax Express, Kofax FraudOne, Kofax Front Office Server, Kofax Import Connector, Kofax Insight, Kofax Monitor, Kofax RPA, Kofax SignDoc, Kofax VRS, Kofax Web Capture, MarkView, mobiFlow, Mobile Capture, OmniPage, OmniPage Capture SDK, OmniPage Server, Optitrade, Output Manager, PaperPort, Power PDF, Power PDF Advanced, Power PDF Advanced Volume, Power PDF for Mac, Printix, Process Director, Process Director Accounts Payable, Process Director Web Application, PSIsapture, PSIsafe, ReadSoft Invoices, ReadSoft Supplier Portal, SafeCom, ShareScan, Support Details, TotalAgility, Transact, Transformation, Tungsten Workflow, Unified Clients, VRS OEM

Issue

A problem has been encountered with a customization, or you are looking to add/create/update/modify/enhance a customization. How can this be resolved?

Solution

Customizations, even if delivered by Tungsten Automation Professional Services, are not part of standard Tungsten Automation support. If you are looking to modify a customization or if you encounter a problem with an existing customization and require Tungsten Automation assistance to address it, you would need to contact Tungsten Automation Professional Services to request an engagement.

Tungsten Automation Technical Support would be unable to comment on or assist with customization-related issues.

Details on Tungsten Automation Professional Services and how to contact them are available here: <https://www.tungstenautomation.com/professional-services> or via email at: PSBusinessDevelopment@TungstenAutomation.com

Level of Complexity

Easy

Applies to

Product	Version	Build	Environment	Hardware
All Products				

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