

MarkView Useful Information and Links for Administrators

000026871 | Reference | Last updated 2026-09-10 | MarkView

Issue

What are some recommended tools and information MarkView administrator users should have?

Solution

- **AI Support Assistant:** <https://www.tungstenautomation.com/support>
- **Support Portal:** <https://support.kofax.com/>
 - Includes links for:
 - Request a New Portal Account (requires completion of required courses noted below)
 - Login Assistance
 - NOTE: Account sharing is not permitted.
- **Support Commitment** (including SLAs): Tungsten Automation Technical Support Data Sheet
- **Lifecycle Policies & End of Support Dates:** Lifecycle Policies and End of Support Dates
- **Training:** <https://learn.tungstenautomation.com/>
<https://learn.tungstenautomation.com/index.php/learn/courses>
- Some recommended courses:
 - MarkView Solution Administration (Functional Admins, Technical Business Analyst Admins, etc.)
 - MarkView Server Admin (DBAs, Server Admins, etc.)
 - Capture and Extraction for MarkView (Scanning Admins, Capture and KTM Admins working with MarkView)
- **Technical Specifications** (included with the MarkView documentation – see below)
- **MarkView Quick Links**, including component troubleshooting guides: MarkView - Quick Links
- **Product Documentation:** [MarkView Product Documentation](#)
 - If you need to access a previous version, click on the "Previous versions" and select the version you want.
- **Best Practices for Applying Patches; Upgrades and Updates:** MarkView Recommendations & Best Practices for Applying Patches, Upgrades & Updates
- **Technical Support Diagnostic Tools:** MarkView All Components - Technical Support Diagnostic Tools 10.2.x - Installation and Functionality Information

- **Component troubleshooting guides:** Search the KB for "What diagnostic steps should I follow" or select from the MarkView Quick Links page (#1 above).
- **MarkView Serial Number:** Your MarkView Serial Number must be provided with each case logged. You'll also need this when installing the latest version of Support Tools.
- · How do I find my MarkView Serial Number?

Level of Complexity

Easy

Applies to

Product	Version	Build	Environment	Hardware
MarkView for Oracle	10.x			

References

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/26871>