Logged On Users screen showing the wrong "Last Action Date" value

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Question / Problem:

KTA is supposed to log out users after 30 min, while it does close the work queue and log them out on the web, when you look at the logged on users in KTA (last action date)

they are still showing logged in. When you try and use the feature under administration to logout a user it does not log them off. This consumes a licenses and they are gone for the day and we have no way to force them out to free up the licenses

Answer / Solution:

This is a product bug that was identified in KTA 7.4 and 7.5.

When you load the Logged on users form (Log into KTA Workspace->Administration->Logged on users) it has an API method called "GetLoggedOnUser" that is defined as shown below

The problem is that the "LastAccessTime" should NOT be blank and should have been mapped as shown below
Enter How to here:

1. Log into the KTA Designer.
2. Open the Form Designer.
3. Unlock and open the form "LoggedOnUsers"
4. click the "Action" tab.
5. Select the "GetLoggedOnUsers" action.
6. Modify the mappings as shown above
7. Click "Ok"
8. Click "Release" to the form.

Applies to:

<table>
<thead>
<tr>
<th>Product</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>TotalAgility</td>
<td>7.4</td>
</tr>
<tr>
<td>TotalAgility</td>
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<tr>
<td>TotalAgility</td>
<td>7.6</td>
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https://knowledge.kofax.com/Smart_Process_Applications_-_TotalAgility/General_Documentation/Logged_On_Users_screen...