Transformation activities taken and not processed for a long time
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Question / Problem:
Customer wants to know why Transformation activities taken and not processed for a long time. They see this after an upgrade from KTA 7.4 to KTA 7.5.

Why the long time between taken and processed?

Answer / Solution:
The Transformation activities taken eventually would get processed successfully in a short processing period of time.

Looking at the customers TRANS_SERVER_INSTANCE table, they had 3 entries. Some servers listed there and connected to the KTA installation, were not properly upgraded to KTA 7.5, which has caused this problem. This was verified with the errors observed in the Application Event logs on these servers. Stopping these servers resolved the issue immediately. Upgrading them resolved the problem.

When upgrading a split installation verify that all components (WEBs, APPs, Transformation Servers) are upgraded to the same level.

Applies to:

<table>
<thead>
<tr>
<th>Product</th>
<th>Version</th>
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<tbody>
<tr>
<td>TotalAgility</td>
<td>7.5</td>
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https://knowledge.kofax.com/Smart_Process_Applications_-_TotalAgility/Upgrade/Transformation_activities_taken_and_not_...