Kofax TotalAgility - KAFTA Workspace shortcut - Login failed. User Id is empty

Summary
20238

Behaviour

"Login failed. User Id is empty" when clicking on KAFTA / Insight shortcut in KTA 7.4 Workspace If you click the KAFTA shortcut a 2nd time the KAFTA View is correctly loaded.

Background

This is an issue with the IIS cookie settings.

Resolution

In order to resolve the issue please do the following:

• In IIS for Default Web Site > Insight > View > Session State please change the Cookie Settings to anything other than Auto Detect (we recommend changing it to 'Use Cookies').
• Restart IIS.

Now the KAFTA shortcut should work first time.

Keywords: TotalAgility, KAFTA, Navigation, shortcut, login failed, User Id