KTA - Kofax Transformation server KofaxCPUServerLog.log does not get populated

Summary

12487

Question / Problem

Customer is running on a new installation of Kofax KTA 7.1.0.4. During troubleshooting customer discovered that the KofaxCPUServerLog.log is not filled, there are only three old records "Support of 8.3 filenames is not system-wide enabled" from the time of installation but after that the log is totally empty. What can cause this?

Answer / Solution

This issue can be caused by service user did not have permissions to write in the Transformation Designer install directory. After assigning write right to the folder, the log get updates successfully.

Keywords: KofaxCPUServerLog.log