Kofax TotalAgility - WorkQueue is only showing 50 rows

Applies To

- Kofax TotalAgility 7.6
- Kofax TotalAgility 7.7

Scenario

When loading the WorkQueue, only 50 rows are displayed. However, the "Retrieval Limit" set in the WQ query is 100.

Solution

The default number of rows to return in the WorkQueue is set to 50. This takes precedence over the "Retrieval Limit" configured in the WQ query. This can be configured in System Settings -> SLA & Work Assignments. The property is called "Max rows to return".

[Work queue settings image]

You will be prompted to Restart IIS, Core Worker Service & Streaming Service for this change to take affect.