Troubleshooting

If you are not already logged in, please log into the Knowledge Base to see the articles contained within this section.

- Configuration Troubleshooting

  - "Can't connect to Insight Scheduler Service" During Data Load or Data Source Test Connection
  - "Get Fields" button does not return fields of selected table in Studio | Data Sources
  - How to Recover from Admin Console Lockout After Enabling Windows Authentication
  - Is it possible to customize Insight authentication and authorization related errors?
  - KAFC Alerts logs and configuration
  - Metric grid showing cumulative totals reset while scrolling down the grid.
  - No data showing in Dashboard Views after installation
  - ORA-12154 error when attempting to log into Admin console after running InstallManager.exe /i
  - SQL query to audit Event Listener current status
  - SQL query to audit Event Listener current status
  - Unable to Install Insight into Website with Underscore
  - Users Randomly Disconnected from Insight Applications / Random Errors While Working Within an Application
  - WcfDataService Log Shows Windows User Passwords in Clear Text
  - What is the SalConfig.XML file
  - Where are the location, content and configuration files for KAFC 1.2-related logs?
  - Where are the locations content and configuration files for KAFC 2.1 related logs
  - Where are the location, content and configuration files for KAFC 2.0-related logs?
  - Why does my Insight 5.X (i.e. 5.1 5.2 5.3 5.4 etc.) "AltoSoftInsightSchedulerexeconfig" file shows a "SchedulerPort" value of "13501"?
  - Windows Authentication and logs

- Dashboard

  - After setting windows authentication no data is shown in any of the dashboard views.
  - Batch Events View in KAFC doesn’t show data from KTM Document Review or KTM Validation
Batch Timeout event

- New Batches are not showing in the KAFC View dashboard after changes to the Insight Authentication method. There are no errors in the logs and the KAFC databases indicate there should be available data for the View dashboard.
- No Extraction/Classification data seen in the KAFTA dashboard
- On a brand new installation of KAFC, no new data is populating the KAFC Dashboard Views.
- Quality Extraction view has no data
- Quality Extraction view showing no indivual data
- When Logging Into The KAFTA Dashboard Viewer a "No Roles Found" Message Appears
- When viewing the Operations \ Overview \ Current Operators by Module panel in the Dashboard, the are more operators listed than the actual number of operators logged into the system.
- Why are the details in the KAFC Viewer overlapping?
- Why is the Historic Queue view not displaying any data?

Database Troubleshooting

- Batches in KAFC and Kofax Capture
- BatchGuid usage with KAFC Tables
- How to determine all batches that have been flagged TIMEOUT in the Data database
- How to enable the query detail information used by WcfDataService
- Query database directly to get the number of fields that have been changed
- When attempting to "Delete data older than" a specified value, the query fails to delete or end requiring IIS to be restarted. What is the best way to approach this?
- Which table in the Kofax Capture database does the KAFC Workflow Agent (WFA) write to when the Listener cannot be reached or times out?
- Why does the HistoryOfField table have a NULL value

Error/Message

- "500.19 Cannot add duplicate collection" error when starting any Insight application.
- "Cannot reach this page" / "Can't reach this page" accessing Insight tenant applications
- "Error converting data type nvarchar to bigint" error when running KAFTA Hourly Execution Plan
- "No Roles Found" errors and .Net Authorization Rules
- "Object reference not set to an instance of an object." Error During Upgrade From 6.1.0 or earlier to 6.2.1.
- "Query doesn't return any data" during the "Check" step of the Hourly Execution Plan
- "The network path was not found" error when attempting to import a project
- 'Couldn't check database' When Logging into KAFC Dashboard (Windows Authentication)
504 Gateway Timeout Error Logging Into Viewer / Dashboard

- Completing the initial installation and configuration of KAFC, which includes the first launching of the ..\Insight\Admin view, an error message is received:

- Couldn't Get Global Documents / Internal Server Error (500)

- ERROR [22008] [IBM][CLI Driver] CLI0114E Datetime field overflow. SQLState=22008

- Event Sender throws an OnTimer.Error regarding Value Cannot Be Null

- How can I fix the error: "Can't load ODP.NET Provider" when trying to connect to KCAF_ADMIN Oracle database in Insight Installation Manager?

- HTTP 500 errors accessing any Insight module

- HTTP 500 Timeout Errors Exporting Large Excel files

- Insight Admin Console License Manager Save License shows with Not Found 404 Error

- Insight Multi-Tenant

- Insufficient Privileges Error During Insight Upgrade

- Object reference not set to an instance of an object

- Server Error in 'Insight' Application

- Slow scrolling in Insight Applications

- WARN: An error occurred while making the HTTP request to https://{myServer}/WcfDataService/DataService.svc

- What can cause an issue where the following error occurs when trying to install the Event Sender Workflow Agent? Error 1722. There is a problem with this Windows Installer package. A program run as part of the setup did not finish as expected

- What can cause the following error to occur when attempting to create a batch in Batch Manager - Kofax.Capture.ACWFLIB 12000 Unable to load Workflow Agent "Kofax Analytics for Capture." (429 Cannot create ActiveX component.)

- When attempting to process a batch with the Kofax Analytic for Capture workflow agent installed, the following error is observed in Batch Manager: &\#91KofaxCapture.ACWFLIB\&\#93 12000 Unable to load Workflow Agent "Kofax Analytics for Capture"

- When attempting to publish a Batch Class with a Kofax Analytics for Capture (KAFC) workflow agent included, then an error is received and the Batch Class is not published successfully. The Kofax Capture ERR Log is not shown with any related errors but, th

- Why do I get a warning in the Insight Admin web application about exceeding licensed Concurrent User limit?

- Your license has expired errors on valid licenses

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**Event Sender**

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- Cannot Create ActiveX Component and Unable to Load Workflow Agent

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https://knowledge.kofax.com/Business_Intelligence-Insight-Analytics/Troubleshooting

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Powered by Qmindtouch™
- Cannot install the KAFC WFA on the KC server
  - When trying to install the Event Sender, it fails to install and eventually times-out with the following error:

- **Troubleshooting Documentation**
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- 'Constructing query' Step Doesn't Show Success when Record / Metric is Tested
- Derived field to calculate percentages always show zero
- Does KAFC require a Kofax Capture Index Field to be mapped and synchronized with the Classification Result KTM Extraction Field?
- How can I find information about the last time data was successfully loaded for some particular Record or Metric?
- How can I verify the Kofax Analytics For Capture (KAFC) project version, Insight version, Listener version, Kofax Capture (KC), Kofax Transformation Module (KTM) and Sender / Work Flow Agent (WFA) version installed on my KAFC environment?
- Insight Authentication Prompting Login Twice
- Kofax Altosoft Insight - No Data or Wrong Data in a Dashboard Component