Kofax Analytics for Accounts Payable Agility - After Installing Kofax Analytics for APA on same environment with KAFTA User Mapping source is empty

Applies To

• Kofax Accounts Payable Agility: 2.x
• Kofax Insight: 5.x
• Kofax Analytics for APA: 2.x

Behavior

• Users receive "Login failed. User Id is empty" error when attempting to navigate to either Kofax Analytics for TotalAgility (KAFTA) or Kofax Analytics for Accounts Payable Agility (KAAPA)
• User Mapping Source is empty

Known Causes / Background

• This behavior occurs if KAFTA is already installed and the KAAPA install is then run.
• This is due to defect 1108575 which is slated for inclusion in a future release of Kofax Insight.

Resolution / Answer

• To work around this issue please take the following steps:
  - Open Insight Admin Console.
  - In Documents Tree, click User mapping.
  - Set the value of the Source field to TotalAgility.