

# How to reopen a closed Support Case

000023536 | Troubleshooting | Last updated 2026-09-04 | Accounts Payable Agility, Analytics for MarkView, AP Essentials, AutoStore, Business Connect, Collector, Communication Server, Communications Manager, ControlSuite, ControlSuite AutoStore, ControlSuite Business Connect, ControlSuite Equitrac, ControlSuite Output Manager, ControlSuite Shared Components, Copitrak, eCopy PDF, eCopy PDF Pro Office, eFlow, e-Invoice Connect, e-Invoice Network, Equitrac Office / Equitrac Express, Equitrac Professional, General Support, Kofax Analytics for Capture, Kofax Analytics for Process Director, Kofax Analytics for RPA, Kofax Analytics for TotalAgility, Kofax Capture, Kofax Export Connector, Kofax Express, Kofax FraudOne, Kofax Front Office Server, Kofax Import Connector, Kofax Insight, Kofax Monitor, Kofax RPA, Kofax SignDoc, Kofax VRS, Kofax Web Capture, MarkView, mobiFlow, Mobile Capture, OmniPage, OmniPage Capture SDK, OmniPage Server, Optitrade, Output Manager, PaperPort, Power PDF, Power PDF Advanced, Power PDF Advanced Volume, Power PDF for Mac, Printix, Process Director, Process Director Accounts Payable, Process Director Web Application, PSIsapture, PSIsafe, ReadSoft Invoices, ReadSoft Supplier Portal, SafeCom, ShareScan, Support Details, TotalAgility, Transact, Transformation, Tungsten Workflow, Unified Clients

## Question / Problem:

How to reopen a closed Support Case?

## Answer / Solution:

Support Cases are sometimes closed automatically by the Support Portal Software. This happens if, after a certain period, we do not receive feedback from our customer. Closed Cases can be reopened 14 days after they have been closed. If the Case is older than 14 days, you will have to open a new Case. You can refer to the old Case by the old Case Number.

To reopen a closed Case, you need to log in to your Kofax Support Account and click on Cases and then on My Cases.

Here choose "My Closed Cases" from the menu on the left hand side.

Search for the closed Case in question and click on the Case Number. The closed Case will be shown. Click on "Re-open closed Case" to reopen the closed case.

## Applies to:

| Product | Version |
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