

Capture workstations are slow to process batches during Scan, QC and Validation process

000025383 | Troubleshooting | Last updated 2026-09-08 | Kofax Capture

Issue

Capture workstations are slow to process batches during Scan, QC and Validation process. It was taking more than 10 seconds to display a image at scan time, in QC and in Validation.

Cause

In one case the physical port on the network switch the KC server is using was causing the delayed communications between the KC server and workstations.

Solution

Adjusting the port speed at the switch resolved the issue.

Level of Complexity

Moderate

Applies to

Product	Version	Build	Environment	Hardware
Capture	Capture	11.1	11.0	

References

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/25383>