

Worklist is not displayed in web application

000028705 | Reference | Last updated 2026-09-16 | Process Director Accounts Payable

Issue

Worklist is not displayed in web application.

Solution

Stop the Apache Tomcat Service (wait until it is completely stopped), delete the\tomcat\work folder, then start the Apache Tomcat Service. Wait a few minutes then log in to see if the worklist is displayed.

If that does not work, regenerate the worklist using the instructions in the [Process Director Troubleshooting guide](#) for your version if the worklist exists and its not displayed in /n/eby/pd or/and webapplication.

Level of Complexity

High

Applies to

Product	Process Director for Accounts Payable	Version	All	Build	Environment	Hardware

References

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/28705>