

Email-based approvals stops processing emails despite Tomcat service running

000042342 | Troubleshooting | Last updated 2026-09-08 | Process Director Accounts Payable, Process Director Web Application

ISSUE

Email-based approval stops processing emails even when the Tomcat service is running. This does not seem to follow a pattern, but it can happen once or twice a week. This can result in emails remaining unprocessed. This recurring problem is creating additional operational overhead and impacting the approval workflow. Restarting Tomcat starts email processing again.

In addition, DEBUG logging is intermittently empty or incomplete despite the logger being configured correctly at the DEBUG level.

CAUSE

This is a bug. Under certain conditions, the application's logging system can be reset while it is running, which is why some log files may appear empty or incomplete even when the DEBUG setting is correct. The configuration files are set up correctly, and neither a restart nor additional setup will fix it.

Regarding the reported stoppage of email processing while Tomcat continues to run, we made code changes to improve processing resilience and prevent this behavior going forward.

SOLUTION

Upgrade to Email-based Approval and Process Director Web Application 2027.1 .

REFERENCES

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/42342>