

My Page Count Volume is not reset at the Contract Renewal

000045954 | Reference | Last updated 2026-09-09 | General Support, Kofax Capture, TotalAgility, Transformation

ISSUE

We have a term license for Capture and KTM volumes (Workflow Automation products), and we noticed that these volumes don't get reset when we renew our term license contract.

Some customers have already consumed the complete volume, as shown in the License Utility, and, at that time, face a production stoppage due to no volume left until the end of the year.

SOLUTION

All volumes for the Capture product and its AddOns are always reset on January 1st of each year.

This could lead to a situation where a customer might think that all volume from the beginning of the year can be fully consumed until the renewal date for the term license contract.

Note:

If that happens, no additional volume will be available until the end of the year! At the contract renewal date, no volume reset is made!

You need to ensure you purchase the volume you really need for a full year.

Otherwise, you need to purchase additional volume to proceed until the rest of the year.

REFERENCES

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45954>