

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>