

A Recycled Connector Validation Workflow Work Item Remains in KAMV Interface Processing Error Queue

000045955 | Troubleshooting | Last updated 2026-09-09 | Analytics for MarkView, MarkView

ISSUE

One invoice continues to appear in the Kofax Analytics Interface Processing Error queue despite being recycled.

- The invoice was successfully processed through MarkView and Oracle AP.
- The invoice was approved and paid.
- The workflow work item history shows the invoice moved to the Completed queue.
- The work item is currently in the Recycle Bin.
- Analytics continues to display the document in the Interface Processing Error queue.

Is this expected behavior for recycled documents, or is there a supported procedure to remove or clear stale entries from the Interface Processing Error queue in Kofax Analytics?

CAUSE

tbd

SOLUTION

Once an invoice has been recycled, it should no longer appear in the queues report on the status screen in KAMV. The queues report shows information about queues that are overloaded, which does not apply to final queues such as Completed, Archived, Recycle Bin, and others.

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45955>