Substantial performance degradation and delay occurred in a Tungsten Capture 11.2 production environment when launching modules, including Batch Manager, with a large number of batches in the system

000045969 | Troubleshooting | Last updated 2026-09-10 | Kofax Capture

Issue:

After upgrading to Kofax Capture there is substantial performance degradation and delay occurring in a Tungsten Capture 11.2 production environment when launching modules, including Batch Manager refresh, with a large number of batches in the system

Solution:

This is a known bug and is fixed with Fix: 25765.

Please open a Tungsten Support case to obtain the fix and README instructions.

https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45969