

Batch Closure Blocked by "There are documents that have not been verified" Despite Reviewed Page Check Marks

000045970 | Troubleshooting | Last updated 2026-09-10 | Kofax Capture

ISSUE

When processing a batch in the Quality Control module, scanned pages receive a review check mark as expected. However, attempting to close the batch returns the error "There are documents that have not been verified," even though the screen shows the pages as reviewed. Clicking OK does not resolve the error, and the check marks disappear from the page images. The batch only closes successfully after pressing Enter on each document, which then applies a check mark to the document itself.

CAUSE

This is expected behavior resulting from how the batch class is configured, not a defect. In Capture, page review and document verification are controlled by two separate, independent settings in the Quality Control Properties window:

- Require review of scanned pages: tracks that page images were visually reviewed.
- Require verification of form type: tracks that each document's form type has been verified.

Marking pages as reviewed satisfies only the first setting. If "Require verification of form type" is also enabled on the batch class, the batch will continue to block on close until each document is separately verified. Visual review alone does not commit that verification. Pressing Enter (with the Unreviewed/Unverified filter active in Quality Control) is the action that registers document-level verification, which is why the batch only closes after that step, and why clicking OK on the error does not carry the page review state forward.

SOLUTION

1. Open Batch Class Properties.
2. Go to the Queues tab and select the Quality Control queue.
3. Click Properties to open the Quality Control Properties window.
4. Check the state of both settings:
 - Require review of scanned pages
 - Require verification of form type
5. If only page-level review should be required to close the batch, uncheck "Require verification of form type."

6. If document-level verification is also required by design, instruct operators to press Enter to verify each document in Quality Control rather than relying on the page review check marks alone.

7. Save the batch class and republish the batch class.

REFERENCES

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/45970>