



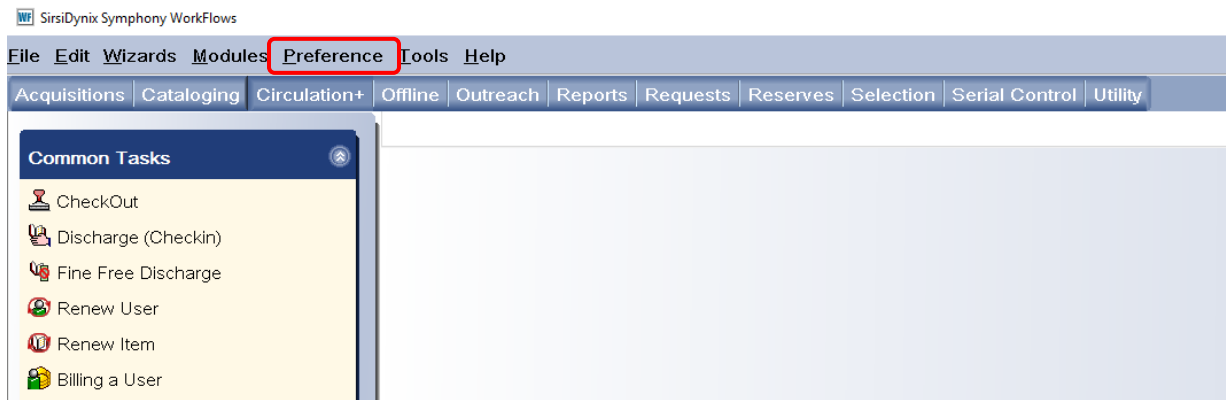
Setting the Max Response Size in WorkFlows

Last updated: September 18, 2025

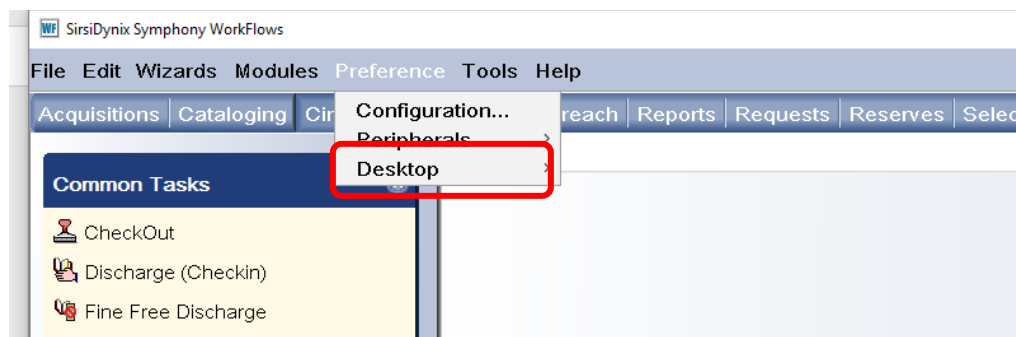
RSA recommends checking your WorkFlows desktop settings to ensure the Max response size is set to 5 million. A max response size of other than 5 million can cause searching, display, and cataloging problems.

The max response size should be checked on each computer that has WorkFlows installed on it. If staff members at your library log into Windows with a specific username and password, the WorkFlows max response size setting will also need to be adjusted for each user who logs into Windows on that computer.

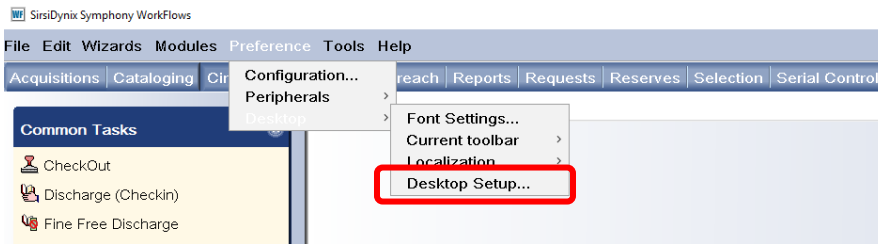
1. Log into WorkFlows using any WorkFlows login.
2. Click *Preference* at the top of WorkFlows.



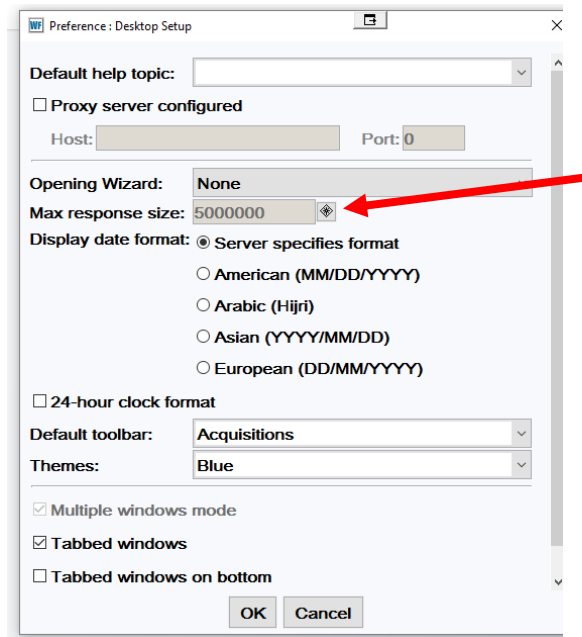
3. Select *Desktop* from the drop-down menu.



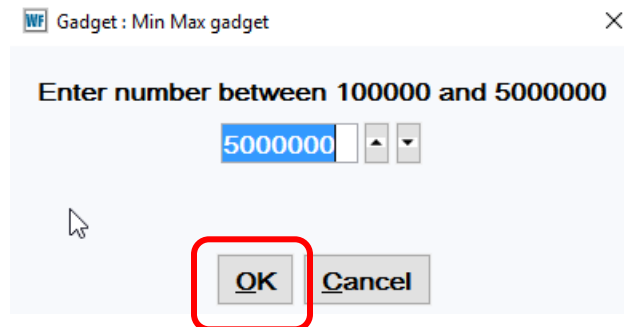
4. Select *Desktop Setup* from the next drop down.



5. The *Preference: Desktop Setup* box will pop up.

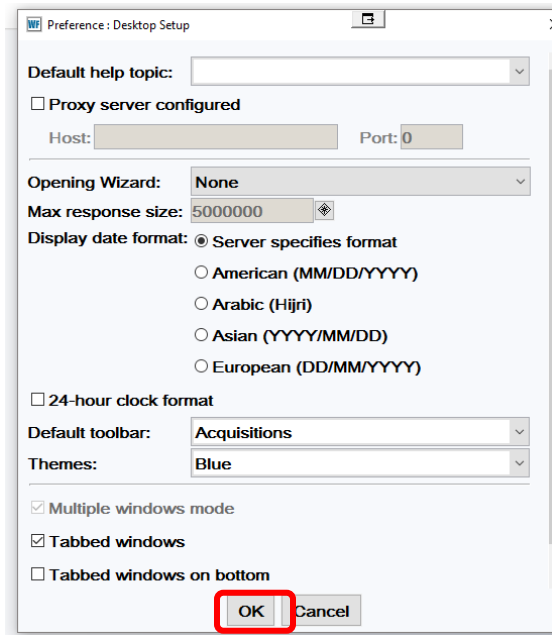


6. On the *Preference: Desktop Setup* box, click the Gadget button next to “Max response size.”



7. If the number *Gadget: Min Max gadget* popup box is less than 5000000 key in 500000. Click OK.

8. Click the OK button on the *Preference: Desktop Setup* box.



When WorkFlows is closed, there will not be a prompt to save the properties setting as it will automatically save.

These steps will need to be done on each computer and under each Windows login that uses WorkFlows. Adjusting the max response size setting on one computer does not transfer that setting to other computers that have WorkFlows installed on them.

Contact the RSA Help Desk at help@rsanfp.org or RSA staff at 866-940-4083 if you have any questions or need assistance.