Paperless NGX

- What to Do When Files in the Import Folder Don’t Show Up

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Sometimes you drop documents into your Import folder, but nothing appears in the Paperless dashboard. This usually isn’t a bug — it’s just how Paperless watches for new files. Here’s a quick guide to diagnose and fix it.

Paperless watches the import folder using **inotify**, which only reacts to *new* events:

- a file is **created**
- a file is **modified**
- a file is **moved into** the folder

If the files were already in the folder **before** Paperless started watching, no event fires — so Paperless never notices them.

1. Make sure the files are visible inside the container by running following command inside a VM

```
docker exec -it paperless-webserver-1 ls -l /usr/src/paperless/consume
```

2. Trigger Paperless to Notice Files by running touch command

```
sudo touch /mnt/nas/Import/*.pdf
```

3. Also, it might be optional but good idea to restart webserver

```
docker restart paperless-webserver-1
```

Premissions matter. If paperlerless can't write to the folder, imports will fail. To check permissions:

```
docker exec -it paperless-webserver-1 touch /usr/src/paperless/consume/test.txt
```