

Troubleshooting (common error patterns)

- [An error list is shown after activation](#)
- [Trigger does not fire](#)
- [Workflow is stuck on a step](#)
- [Related approvals](#)

An error list is shown after activation

Typical causes:

- Primary table missing
- No normal step present
- No active trigger present

Procedure:

1. Open the error list.
2. Jump to the field via Navigation (Open).
3. Correct, activate again.

Trigger does not fire

Checklist:

- Trigger **Active = Yes?**
- Trigger/step rules are missing or are defined so that no rule matches (e.g. filter on document type not set)
- For OnAfterModify:
 - Are monitored fields maintained?
 - Has one of these fields actually changed?

Workflow is stuck on a step

If no matching rule is found, or no next step is defined in a rule, the workflow can remain on the current step and wait for manual intervention.

Procedure:

- Check rules/priorities
- Check rule conditions
- With **Test Rule Group** test the rule group

Related approvals

- Related approvals are not created: **Enable Related Approval** is not enabled in the step, or **Related Tables** are not correctly linked to the primary table.
- Rules do not affect lines: **Applies To** is set to Header although **Related Only/Header and Related** is required.