



Runs and tasks

Workflow

Guide for Magento administrators, technical project owners, and implementation teams.

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Runs and tasks

The definition grid shows the most recent run status and timestamp. It is the quickest place to confirm whether a published workflow has executed.

Task "Rule processing: 2.3": 1 item(s) have been scheduled for update. [View Details](#) System Messages: 1

Workflows

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ID	Name	Code	Status	Active Version	Last Run Status	Last Run At	Updated At	Actions
1	Northstar High-Value Order Approval	northstarhighvalueorderapproval	Published	1	Completed	2026-08-23 19:51:51	2026-08-23 19:46:17	Select

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Run states

A new trigger creates queued work. The run may then be running, waiting for a delay or task, completed, or failed. Exact timing depends on the queue consumers and cron. A missing latest-run value usually means no matching event has produced a run for that definition.

Use the run API when an integration or support tool needs a list or detailed status. Detailed payload access can reveal customer and order data, so the Admin UI protects it with a dedicated permission.

Task states

An open task accepts one of the decisions enabled on its Human Task node. After a decision, it is closed and cannot be changed. The decision records the outcome, time and optional operator comment. The run then needs the run-start consumer to continue from the corresponding decision port.

Diagnose a run that does not finish

1. Confirm that the definition was published before the event occurred.
2. Check whether the grid shows a run and note its status and time.
3. If no run exists, check the event-trigger consumer and whether the trigger name

matches the Magento event.

4. If a run waits at a Human Task, open Workflow Tasks and review the task state.
5. If a closed task or elapsed Wait has not continued, check cron and the run-start consumer.
6. If the run failed, inspect the Magento exception and system logs around the run time.

Do not repair runs by editing workflow database tables. Preserve the run ID and definition version when escalating the issue.