



Common issues

Workflow

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

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SOURCE
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Common issues

The definition cannot be published

Open the builder's issue list. Check for a missing trigger, incomplete required fields, detached paths, missing destinations or a branch that cannot reach an End node. Save the corrected graph, confirm **Valid**, then publish again with a role that has Publish Workflows permission.

A Magento event did not create a run

Confirm that the definition was published before the event and that the engine is enabled. Compare the trigger's exact event identifier with the source event. Then check `workflow.event.trigger.consumer`. Saving or simulating a definition does not start the live event consumer.

The task list is empty after a matching order

First check whether the definition grid has a latest run. No run points to event dispatch or event-consumer processing. A running workflow that has not reached the task points to the run-start consumer or an earlier condition. Simulate the same payload shape and check that the approval branch is selected.

A task is closed but the run still waits

The decision and the resumed run are separate steps. Confirm that the task shows the stored decision, then check `workflow.run.start.consumer`. Do not submit the decision again or edit the task record.

A Wait node never resumes

Magento cron must execute the minute-based `workflow_resume_due_runs` job, and the run-start consumer must process the queued continuation. Check both. Also confirm the store and server clocks when the due time looks wrong.

Simulation stops before the end

This is expected at Human Task and Wait nodes. Simulation does not create a real approval task or schedule a delayed continuation. The displayed steps should still prove that routing reached the intended pause.

A webhook is rejected

Check the global allowed-host list, HTTP method, request and response size limits, retry cap and node timeout. An empty allowed-host list denies every destination. For signed

inbound triggers, also check timestamp age, allowed clock skew and nonce reuse.

An import reports that the code already exists

Overwrite is disabled by default. Either import under a new reviewed code or explicitly enable overwrite at Default Config scope for the controlled replacement. Turn it off again if overwriting is not part of the normal deployment policy.

An expression does not take the expected route

Confirm that expressions are enabled and that the payload contains every referenced key with the expected type. Test matching, non-matching and missing-value payloads. A numeric string, number and absent field may not behave as the same business value.

What to include in a support request

Provide the definition code, active version, trigger type and identifier, approximate event time, run ID if available, run status, current node, expected route and exact error. Include sanitized payload fragments only when they are needed to reproduce the rule. Never send credentials, webhook signatures or full customer payloads.