

"Aborted by timeout" error when using an Automate Dialog Message action

## THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, 7.x and later

## SYMPTOM

"Aborted by timeout" error when using an Automate **Dialog Message** action in EFT event rules.

## CAUSE

The **Dialog Message** box needs to be clicked **OK**. If you don't click it, you get the abort timeout message. Other than for testing event rules, the **Dialog Message** Advanced Workflows action should not be used in EFT actions, because the message box requires a user action. When the event rule is running while the EFT interface is closed, no one knows the message box is waiting for a response, and therefore the event rule will timeout.

## RESOLUTION/WORKAROUND

In the Advanced Workflow task, in the **Dialog Message** action, clear the **Pause task execution until a button is clicked** checkbox, then the event rule can run without error.

On the computer on which EFT with Automate are installed, you can read more about the Automate Dialog Message actions in:

..\Program%20Files/Globalscape/AutoMate/Help/Content/Task\_Builder/Actions\_Activities/Dialog/Dialog.htm

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11612/Aborted-by-timeout-error-whe...>