"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

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