

"Failed to load workflow" when editing or creating a new workflow

Created date	Updated date	Affects version	Fix version
10 Jan 2024	10 Jan 2024	Management Console - All versions	N/A

Problem

When creating a new workflow or updating an existing workflow with the workflow editor version 7.9.0 or newer on an on-prem Management Console the below error is shown.

Workflow editor

Version: 7.9.1

Failed to load workflow

TypeError: Cannot read properties of undefined (reading 'importKey')

Save

Cancel

Cause

The reason for this error is that as of version 7.9.0 of the workflow editor, there is a requirement for the HTTPS connection to be used if you access the Management Console using an HTTP connection this error will be displayed.

Resolution

When accessing the Management Console to update or edit a workflow use HTTPS (<https://ipaddress:8443>) instead of HTTP (<http://ipaddress:8080>).