Wizard Workflow Tracker

For Matrix42 Enterprise Service Management 25.4 and 26.1

After they submit, users see what their workflow is doing.

A tracking window follows every workflow a Matrix42 wizard starts, from the queue to the result. No new permissions, 13 languages.

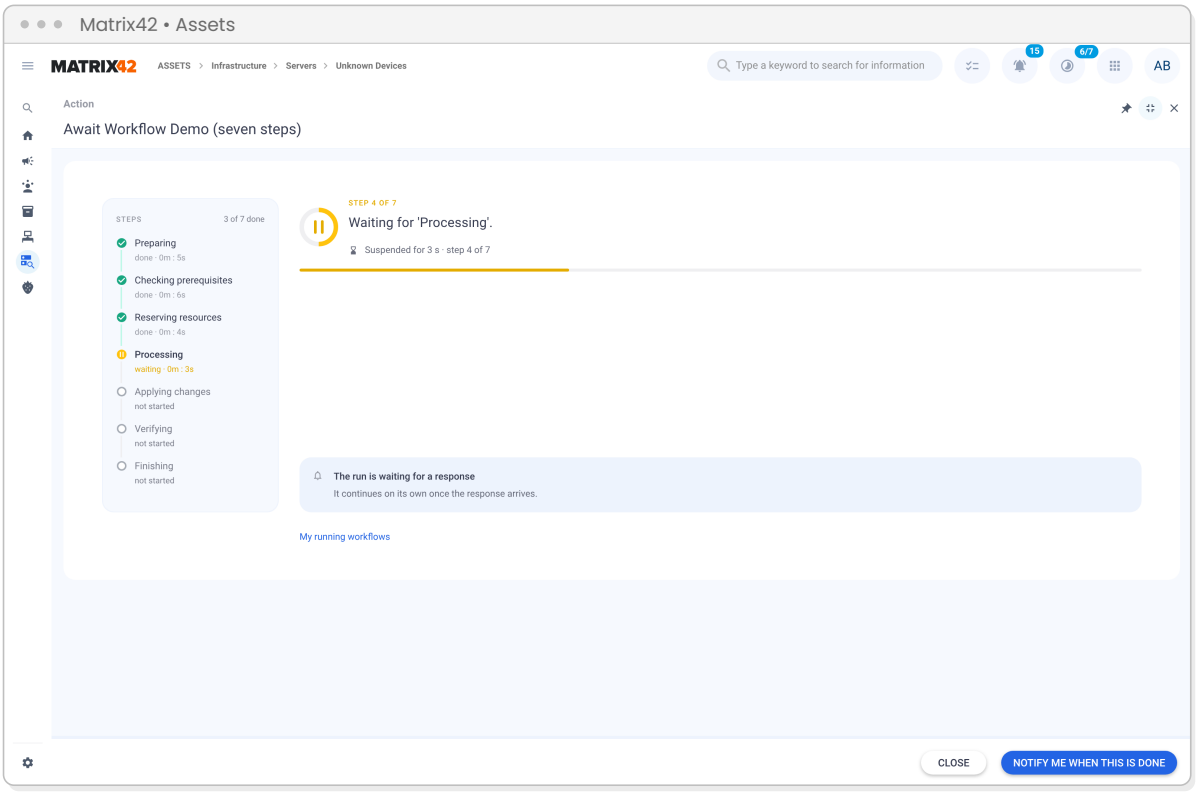


Figure 1: Split layout in the maximised window, Matrix42 New Look: the workflow's steps on the left, the current step with the status ring and elapsed time on the right.

The problem

A wizard has been filled in and submitted, and the window closes. Whether the workflow is running, waiting or has failed, nobody can see. Users open the wizard a second time or ask the service desk. That costs time and can lead to duplicate requests.

The solution

The Wizard Workflow Tracker runs in the Matrix42 interface. After submission it opens a window with a status ring, the current step, the elapsed time and every step the workflow reports. Failures come with details, results as links. You set it up per wizard in the Layout Designer.

5 Min	0	13	5	2
installation	new permissions	languages	diagnostics rules	layouts

Features

Progress step by step

The step list shows every step with its state: not started, in progress, waiting, done or failed. Next to it are the elapsed time and the duration you estimate for the wizard. Two layouts: centred for a few steps, split for many.

Failures with details

The window names the failing step with its operation and time and, if you choose, the Matrix42 error text. “Copy details” gives the service desk complete information. “Report problem” opens an address you define.

Several workflows at once

If a wizard starts one workflow per selected object, a list window shows one row per workflow with its state, step and elapsed time, and the count per state above.

New in 2.0.7: the ring turns until the first step arrives

While a workflow is queued or reports no steps, the status ring turns. Users can see that their workflow is being followed. In earlier versions the ring stood still in this case.

Carry on working and get notified

“Notify me when this is done” closes the window while the workflow keeps running. When it ends, a notification links back to the window. “My running workflows” in the header lists every followed workflow.

No new permissions, looks like the standard

Every user sees the steps and the result, including users without administrator rights. The package changes no permission. The control works invisibly in the wizard, and the window looks like Matrix42 itself. System Diagnostics rules check the installation and report workflows that stay queued too long.

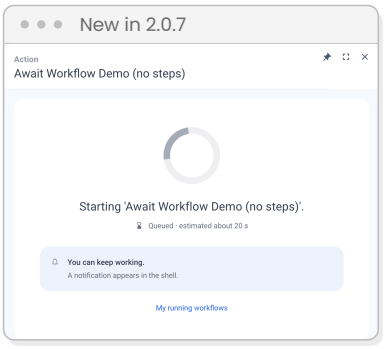


Figure 2: The ring turns while no step has been reported yet.

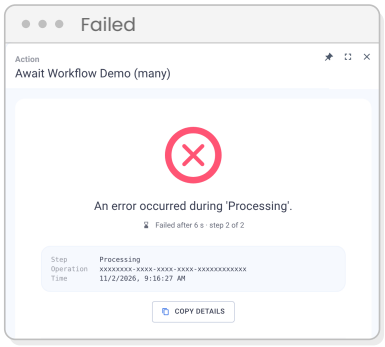


Figure 3: Step, operation and time; “Copy details”.

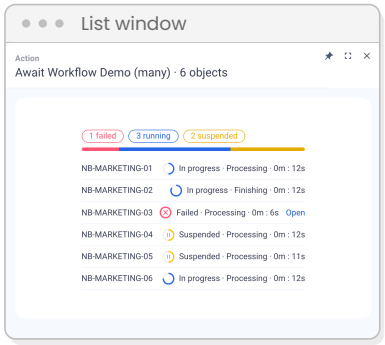


Figure 4: Six objects, six workflows, one list.

Requirements

Matrix42	Matrix42 Enterprise Service Management 25.4 and 26.1 (minimum product version stated by the package: Digital Workspace Platform 12.1.0)
Browser	the browsers Matrix42 supports for its web interface
Installation	administrative rights in Matrix42; installation through the Extension Gallery
Setup	Layout Designer, one control per wizard
Workflows	activity “Update Visual Progress” for the step list
Users	no new permissions

Tested

Live on Matrix42 26.1 in November 2026. Version 2.0.5: a series of 63 checks, three times in a row, a two-hour long run and the upgrades from 1.3, 2.0.0 and 2.0.1. Version 2.0.7 changes only texts and the layout in the New Look, and ran live through the short test of 8 checks and the upgrade from 2.0.5. For 25.4 the platform interfaces were checked, not tested live.

Price and purchase

EUR 900

per year plus VAT

Buy on the Matrix42 Marketplace

Included

- licence for one Matrix42 production environment (tenant); test and development environments at no extra charge
- all updates
- standard support: e-mail to support@rootitup.de, Monday to Friday 9:00–17:00 German time (CET/CEST), except public holidays in North Rhine-Westphalia; first reply within one business day

Purchase, term, renewal, cancellation and payment follow the purchase on the Matrix42 Marketplace.

Marketplace: Wizard Workflow Tracker in the Matrix42 Marketplace
Product page: rootitup.de › Matrix42 extensions › Wizard Workflow Tracker
Documentation: rootitup.de › Docs › Wizard Workflow Tracker (German)
Questions about the tracker: support@rootitup.de • +49 176 13337230

RootITUp GmbH • Ratiborerstr. 16 • 44795 Bochum • Germany • Bochum Local Court, HRB 21725 • VAT ID DE 327 553 034 • Managing directors: Torben Soennecken, Rafael Martin Wycislok.
As of 11/2026, version 2.0.7. Images: Matrix42 26.1, test system with demo data. Subject to change. Matrix42 is a trademark of its respective owner.