How to buy and use

RootITUp Wizard Workflow Tracker

1 Buy on the Matrix42 Marketplace

The Wizard Workflow Tracker is sold only on the Matrix42 Marketplace:
Wizard Workflow Tracker in the Matrix42 Marketplace
EUR 900 per year plus VAT, purchased through the Matrix42 Marketplace. Matrix42 handles the purchase, including payment. Term, renewal, cancellation and payment follow the purchase through the Matrix42 Marketplace. The licensor of the software is RootITUp GmbH.

2 What the licence includes

- one Matrix42 production environment (tenant)
- your test and development environments at no extra charge
- all updates during the licence
- standard support by e-mail (section 5)

3 Install through the Extension Gallery

Requirements: Matrix42 Enterprise Service Management 25.4 or 26.1 and administrative rights in Matrix42.

1. Open the **Matrix42 Administration**.
2. Go to the **Extension Gallery**.
3. Search for **"Wizard Workflow Tracker"** by RootITUp.
4. Click **"Install"** and wait until the installation has finished. Matrix42 briefly recycles the web application pool.
5. Run **Administration › Troubleshooting › System Diagnostics**. The package's rules check the installation and report workflows that stay queued too long.

Install an update the same way, over the installed version. If the installer reports an upgrade as failed, retry it and do not cancel.

4 Set it up per wizard

1. Open the wizard's layout through **"Change Layout"** in the **Layout Designer**.
2. Add the non-visual control **"RootITUp Await Workflow"** (German interface: "RootITUp Workflow abwarten") to the wizard page.
3. Set the properties: **Title** (required) and, if you like, **Window Layout** (centred or split), **Estimate (seconds)**, **Show Technical Details** and **Report Problem URL**.
4. Publish the layout. From now on the tracking window opens after the wizard is submitted.

For a step list, add the activity **"Update Visual Progress"** with a localised name at the right points of the workflow. Full guide (in German): documentation on rootitup.de

5 Support

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. Please state the Matrix42 version, the tracker version, the wizard concerned and the System Diagnostics result. For a failed workflow, the text from "Copy details" helps.

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