

Unable to save information when manually creating work items in workflow

000046007 | Troubleshooting | Last updated 2026-09-15 | Tungsten Workflow

ISSUE

One user is unable to save information when manually creating work items in Tungsten Workflow (TNWF).

When a user manually creates a new work item, they are able to enter the required information into the fields under General Information, including the Department Code, which is required to determine the appropriate Inbox user; however, when the user saves the work item, the information entered under General Information is not retained, and disappears after saving.

As a result, the required information is missing when the work item saved. The affected work items eventually become stuck at the PRD Lookup Exception stage.

From our investigation, we observed the following status on the affected work items:

Work Item Status: Running

Agent Status: Failed

Error/Status Message: "Vendor Number PRD is Blank/Null"

CAUSE

tbd

SOLUTION

tbd

REFERENCES

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/46007>