

How to Fix General Error in Workflow

Kardex Power Pick System

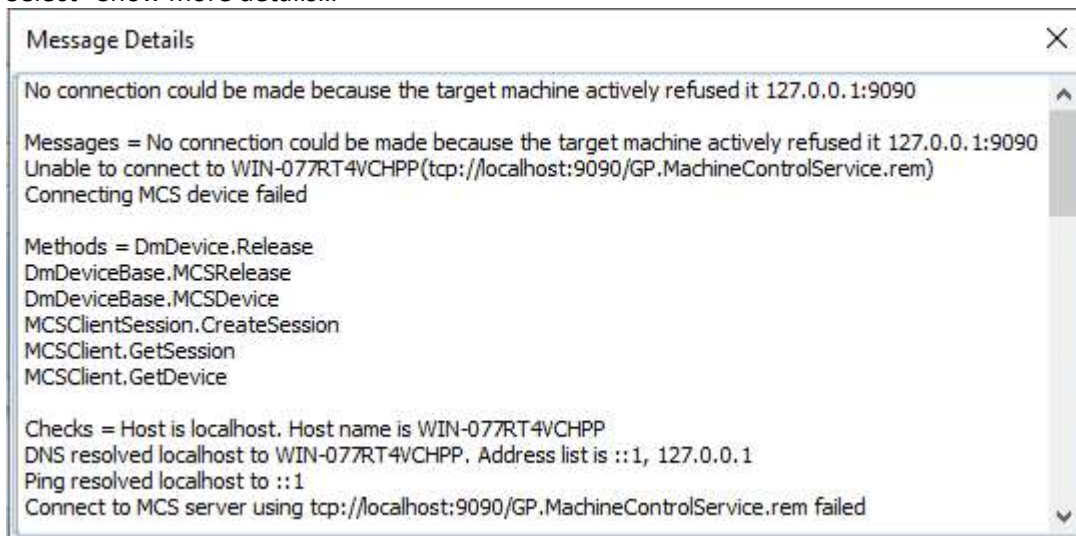
How To Fix General Error In Workflow

This article covers the most common fix for the error message “General error in workflow”. However, we cannot cover all the causes in these steps. [Please contact Software Support for further support.](#)

If you get the error message below:



Select “Show more details...”

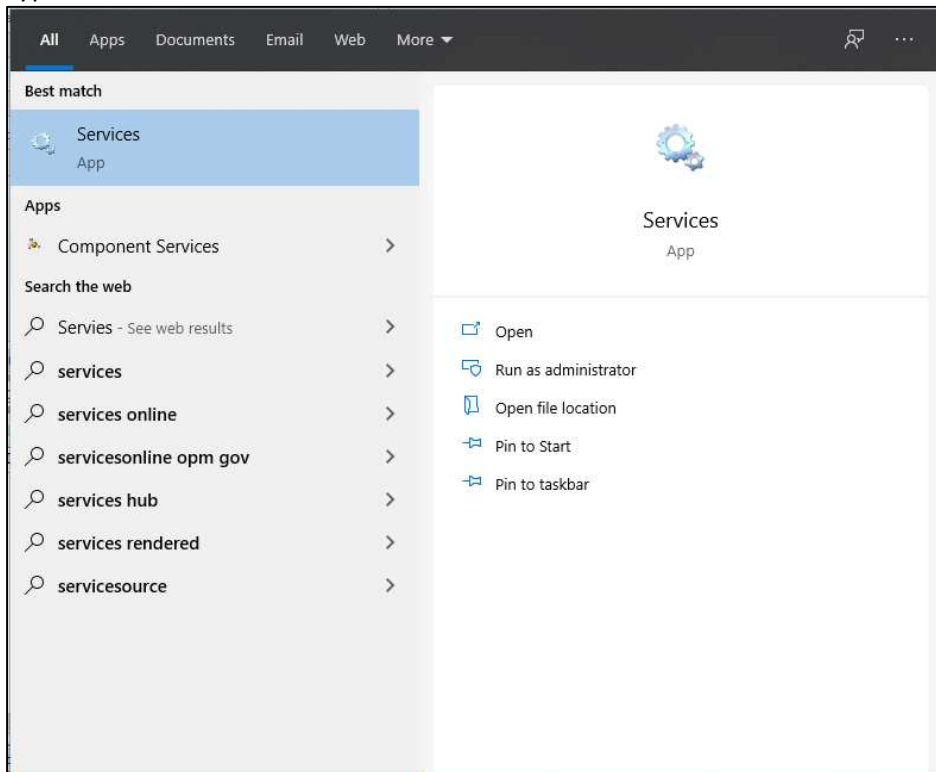


In the section Messages look for “Unable to connect to ____” this is the name of the computer you need to perform the following tasks on.

Restart Service

To restart services, you need to be an Administrator on the computer.

1. Type Services into the Start Menu

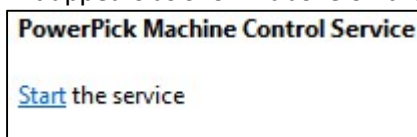


Right click and Run as Administrator

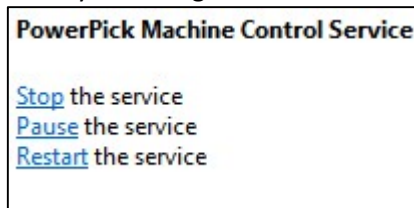
2. Scroll Down until you find the PowerPick Machine Control Service

	Power Pick GPX WES Host Service	Kardex Wa...	Disabled	Local System
	PowerPick AdminEngine Diagnostics Service		Manual	Local System
	PowerPick Cross Enterprise Unit		Automatic	Local System
	PowerPick DMS Integration		Disabled	Local System
	PowerPick Kardex Control Service		Manual	Local System
	PowerPick Machine Control Service		Automatic	Local System
	PowerPick Rule Engine Lock Manager Service		Manual	Local System
	PowerPick Rule Engine Service		Automatic	Local System

3. If it appears as shown above on the right-hand side, click start



- a. If it says Running select Restart



- b. If you do not have these options please skip to Reboot Computer.

4. Retry what you did that got the General error in workflow
5. If these steps do not resolve your issue, please place a ticket with Software Support and a Software Analyst will be happy to assist.

Reboot Computer

If you are not an Administrator on the computer, you can try rebooting the computer. This will restart service as part of the process and may resolve your issue. If it does not, please place a ticket with Software Support and a Software Analyst will be happy to assist.

[Visit our Customer Knowledge Center for more articles like this.](#)