FAQ

The following FAQs were compiled from emails we received from customers and partners.

- Joget Platform and Apps FAQ
    - What happens to my apps if we move away from Joget? Who owns the code/product features?
    - Who owns the intellectual property for the Joget product and apps that I built on Joget?
    - How much flexibility is there for front-end design or is the platform strictly templates?
    - Is the platform better suited to consumer-facing products or enterprise tools?
    - Is there scope to add any custom code into certain parts of the platform?
    - How much user volume can the platform manage?
- Licensing and Installation FAQ
    - What is an Enterprise User? And what is the type of user licensing?
    - What does "3 Users Free" mean?
    - How do I get my "system key"?
    - What is the best platform to run Joget platform? - Linux or Windows? If Linux, do you provide a start/stop script such that if I reboot my server, the service can be auto started?
    - How do I update Joget to the latest minor version release or upgrade Joget to the latest major version?
    - What is stack trace/server and where do I locate them?
    - Can Joget Apps be protected from unauthorized copying?
    - How do I activate a Joget Protected App?
    - How do I monitor the health of my Joget server?
    - Why are my process image thumbnails not showing?
- Features FAQ
    - Is it possible for the requestor to view his request history from the UI?
    - Is there a feature to delete, backup/export and import forms, and to delete processes, UIs and apps created?
    - Why isn't there a Cancel button for the UI form? Currently, there is only a Save Draft/Submit button.
    - Is it possible for a user to access a form without logging in?
    - If an approver needs more info about a request, can the form approval status be set to "pending" so that the current approver can first add comments for the last approver to act on before the form is routed back to the current approver?
    - Can a form be designed with a non-editing field box that displays the running number, like a Purchase Order form that has a sequential running number?
    - Can a form be designed to allow a user to add multiple rows of items?
    - I noticed that we can export XPDL process flows but not the forms. Is there any way to export forms (as a backup)?
    - Once a process is approved, can the process be designed such that it automatically kick-starts another process?
    - Why do I keep getting "Please wait while the image is being generated..." message for my Process thumbnail?
    - How can I disable the mobile web interface for my app?

Joget Platform and Apps FAQ

What happens to my apps if we move away from Joget? Who owns the code/product features?

Since Joget is a builder and also a runtime, a Joget server is required to run Joget apps. But Joget apps that you built will always belong to you which you can permanently keep with you and even resell as a solution and etc.

Who owns the intellectual property for the Joget product and apps that I built on Joget?

Joget, Inc. is the principle of the Joget platform, whereas apps you build on Joget will always belong to you.

How much flexibility is there for front-end design or is the platform strictly templates?

Joget is capable of all 3 development angles:

- No-Code
- Low-Code
- Pro-Code

Aside from the plethora of elements and templates available in the platform by default, for small/specific customizations there are places where you can insert custom back-end/front-end code, and for highly customized functionality you can easily extend the Joget platform capabilities via our extensive plugin architecture.

Is the platform better suited to consumer-facing products or enterprise tools?

Joget is agnostic on this aspect. The apps can be as simple as a customer-facing contact form, or even as complex as per your needs regardless of being an internal or external apps.

Is there scope to add any custom code into certain parts of the platform?

There are various angles where you can add customizations to the platform, and for bigger customized functions, you can take advantage of the Joget plugin architecture which provides plenty of integration angles from the form aspect, list, process, UI, etc.

How much user volume can the platform manage?

Joget can scale vertically and horizontally via server clustering and containerization.
The specs depend on a wide number of aspects such as concurrent users, processing intensity, database usage, amount of data generated in each app, and so on.

Do see the Deployment Guide & Advanced Installation Guide.

Licensing and Installation FAQ

What is an Enterprise User? And what is the type of user licensing?

An Enterprise user is someone who needs to login to Joget platform to use the system.

If a form requires the person to "login" before he/she can use the form, then that person is a user and requires a user license. And the user licensing is based on named user licensing model.

What does "3 Users Free" mean?

The Enterprise Edition comes default with "3 Users free". The "3 users" refer to users who can login to Joget platform .

In the image below, the 3 free users will always be the first three in the user listing (username sorted alphabetically). So for example, if user "cat" is deleted, then "david" will be one of the 3 free users.

Create New User

Filter By Organization [⌄]

Search [   ]

	USERNAME	FIRST NAME	LAST NAME	EMAIL	STATUS	
☐	admin	Admin	Admin		Active	
☐	cat	Cat	Grant		Active	
☐	clark	Clark	Kent		Active	
☐	david	David	Cain		Active	
☐	etta	Etta	Candy		Active	
☐	jack	Jack	Drake		Active	
☐	julia	Julia	Kapatelis		Active	
☐	roy	Roy	Harper		Active	
☐	sasha	Sasha	Bordeaux		Active	
☐	tana	Tana	Moon		Active	
☐	terry	Terry	Berg		Active	
☐	tina	Tina	Magee		Active	

15 ⌄ |◄ ◄ Page 1 of 1 ► ►| ↻ Displaying 1 to 12 of 12 items

Delete

If you have applied a trial activation for more than 3 users please take note that when the trial license expires, it will revert the license back to the 3 free users as define above. **Before the trial license expires, it is very important to ensure that the "admin user" is one of these 3 users; or there will not be any user with administrator access to the system.**

How do I get my "system key"?

In your Joget Settings page, you can see the system information and license details with a clickable license link that opens a popup to key in your license key. You can find your system key here.

Do see Activate your Joget DX Enterprise License for more info.

Or you can read this how-to article, "How to Activate Your Joget DX Enterprise License?"

What is the best platform to run Joget platform? – Linux or Windows? If Linux, do you provide a start/stop script such that if I reboot my server, the service can be auto started?

This one depends on your preference. If your IT team is comfortable with Linux, then by all means run on Linux. However, you will need to write a start-up script to auto start the server. As for Windows, you can start the server as a service in order to auto start.

How do I update Joget to the latest minor version release or upgrade Joget to the latest major version?

Do check out our Upgrade Guide.

What is stack trace/server and where do I locate them?

When an error is thrown, a stack trace will depict a sequence of events executed in the code level which can precisely suggest the point where an exception is caught.

Stack trace can also suggest meaningful error messages to help troubleshooting. The stack trace will be logged into the logs folder of the server container, Apache Tomcat.

Go to [Joget installation folder]\apache-tomcat-x.x.xx\logs and locate the log files.

Or alternatively, you can also directly view the system logs in Joget via the admin bar, do see Web App Log Viewer.

Can Joget Apps be protected from unauthorized copying?

Yes. You can protect the apps you develop on Joget platform against unauthorized copying and distribution.

Protected apps will be assigned to a License Holder (owner) and will require an "app license" to activate and use.

For more information, do see App Protection.

App license and protection can be requested from our License site.

How do I activate a Joget Protected App?

Please refer to this article: How to Activate Copy-Protected Joget DX 8 Apps.

How do I monitor the health of my Joget server?

Joget runs on the Java platform, you can use external tools like VisualVM to monitor the Java VM.

Or, you can also easily monitor your system's performance metrics via the Application Performance Management to view overall system metrics and even as granular as per individual apps.

Why are my process image thumbnails not showing?

The process image generation may have failed, please refer to Process thumbnails not showing.

Features FAQ

Is it possible for the requestor to view his request history from the UI?

Yes; a datalist can be used for this. Actual columns and data will depend on how you build the datalist.

Is there a feature to delete, backup/export and import forms, and to delete processes, UIs and apps created?

Yes; apps (processes, forms, datalists and UIs) can be deleted, imported and exported.

Why isn't there a Cancel button for the UI form? Currently, there is only a Save Draft/Submit button.

If your process requires users to "reject" or "cancel" a task, it can and should be designed into your process itself.

For example, in your form, include an option to "accept", "complete" or "reject". Or use a feature to allow submission of a form before starting a process by mapping the form to the "Run Process" activity.

Also, the administrator can manually stop a process while it is running. And to allow end users to withdraw their own started process instances, you can also take advantage of the Process Enhancement Plugin from the Joget Marketplace.

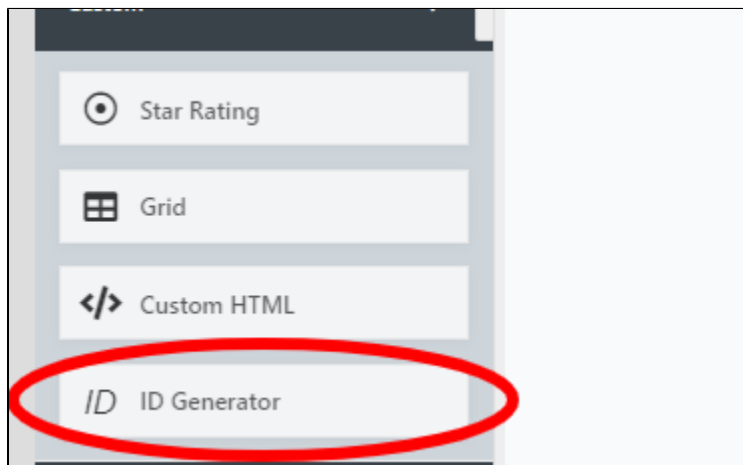**Is it possible for a user to access a form without logging in?**

Yes. By default, forms are open to the public (no login required) unless they are mapped to a "group", "department" or "user" under participants.

If an approver needs more info about a request, can the form approval status be set to "pending" so that the current approver can first add comments for the last approver to act on before the form is routed back to the current approver?

Yes. You can design your process to "route" to an activity ("request for more information or comments") and route back to the last approver after its completion.
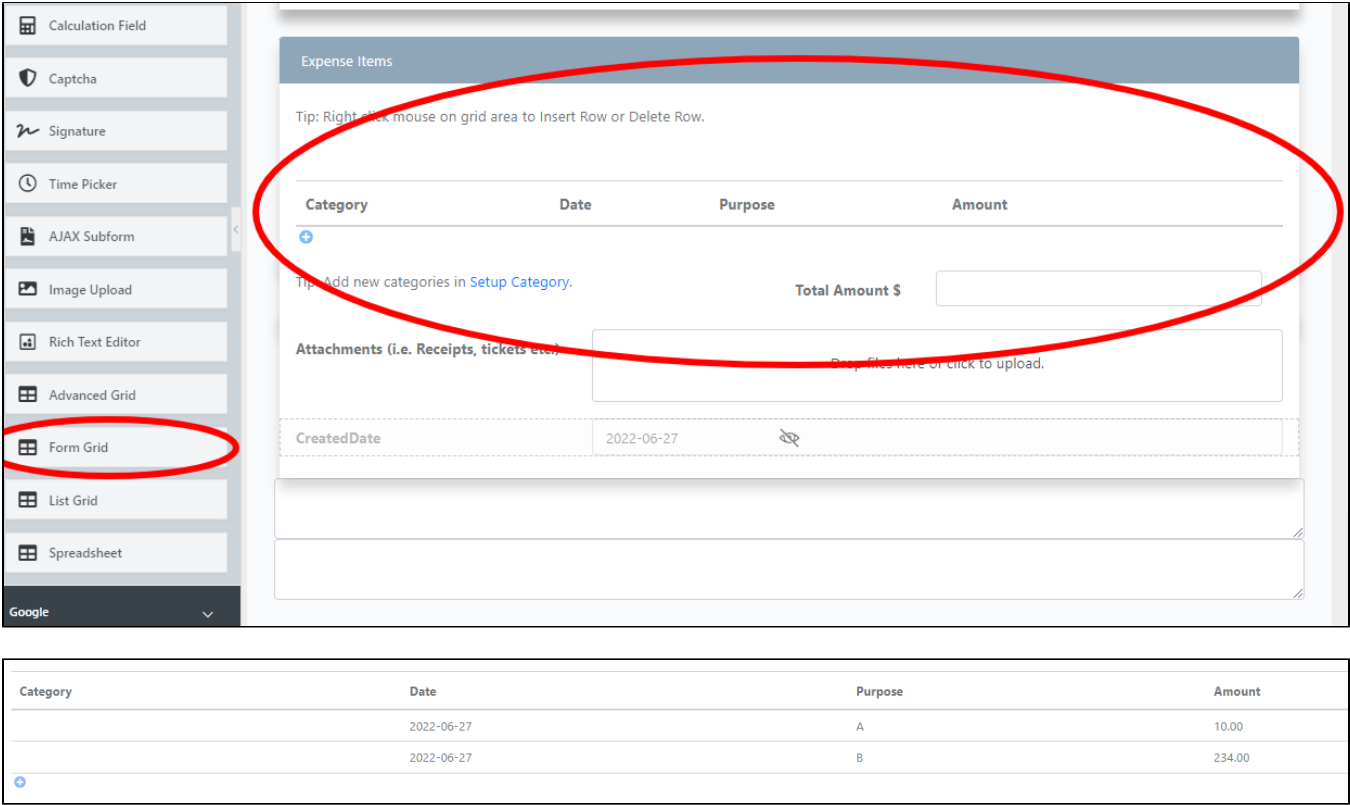
Can a form be designed with a non-editing field box that displays the running number, like a Purchase Order form that has a sequential running number?

Yes. Use the ID Generator Field element in Form Builder to generate a running number. The ID Generator field is a read-only field.

Can a form be designed to allow a user to add multiple rows of items?

Yes. Form Builder allows users to add multiple rows (with support for simple calculations) of items.

I noticed that we can export XPDL process flows but not the forms. Is there any way to export forms (as a backup)?

Yes; you can export the whole app to backup. Do see this guide, Import and Export Apps and App Configuration Management.

Once a process is approved, can the process be designed such that it automatically kick-starts another process?

Yes. You can automatically kick-start another process after one ends, using the JSON Tool plugin and with combination of the API Builder plugin from the Joget Marketplace.

Why do I keep getting "Please wait while the image is being generated..." message for my Process thumbnail?

You will get this only when you're viewing the process for the first time and only if your process is very complicated, with many activities. It will then require some time to generate the image. Sometimes, it can also take very long because of multiple processes in your app. Generating the preview image for each process can take a longer time.

However, if you still can't get the image displayed correctly after a long time and even after you have refreshed your browser, you probably have a "java.lang.OutOfMemoryError: Java heap space" exception in the backend. This is due to the image being too large, thus, requiring more memory to process the image preview. In that case, you may need to increase your Tomcat memory setting by following the steps below (which will double the default memory setting).

1. Stop the Joget server.
2. Open and edit [Joget Installation Directory]/joget-start.bat.
3. Modify set JAVA_OPTS=-**XX:MaxPermSize=128m -Xmx512M** -Dwflow.home=./wflow/ on line 13 to set JAVA_OPTS=-**XX:MaxPermSize=256m -Xmx1024M** -Dwflow.home=./wflow/.
4. Save and start the Joget server.

Note: If you get a "black" preview image instead of the process preview image, you will need to delete the generated images located in [Joget Installation Directory]/wflow/app_xpdlImages/[App Id] and refresh your browser. A new image will be generated again.

How can I disable the mobile web interface for my app?

Mobile view for your apps are enabled by default. An app can have multiple UIs. To disable the mobile web view for a UI, go to your app "UI Builder" and under "Properties", go to "Theme" then "Advance", and uncheck the "Enable Responsive Switch in Mobile Device".

Advanced

Inbox	Show current App assignment only
Home Icon URL	
Shortcut Link Label	Shortcut

Shortcut ❓	LABEL	URL
	⊕	

User Menu Shortcut ❓	LABEL	URL
	⊕	

Enable Font Size Control?	☐
Enable Responsive Switch in Mobile Device?	☑ ⟵ Click here if you want to enable the Mobile Web view
Remove Auto Title from Process/Assignment form?	☐
Home Banner	1