Remove "Stuck" non-working stories from Work in Progress

From time to time, you'll find that some websites or stories are simply not compatible with ResultFlow, even if they have a valid feed. If you have selected items that seem to be "stuck" in the Work in Process column, click the title of the item, if you receive some type of error, then you should remove the item, as it cannot process. Common errors seen are

- 403 Forbidden
- 404 Not Found (item may have been deleted from source site after you selected it)
- Content Refused
- Blank Screen
- Popovers that Require Click
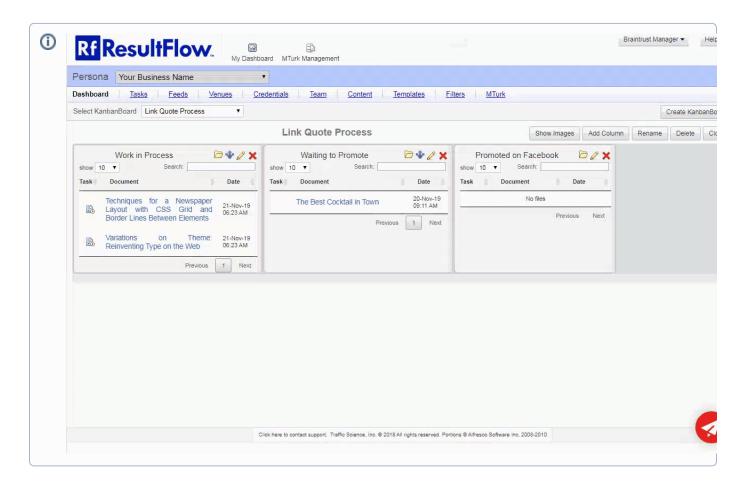- Paywall
- Login

Since the story cannot load, we're not able to create content from that story. To help avoid selecting non-working items, we recommend taking a look at every story you select to see that it's viewable in ResultFlow, and doesn't have any login or other paywall restrictions that could also be blockers.

When you click the item and a story shows as expected without overlays, it's possible that it simply needs to be restarted. In this post, you can learn how to Restart Stuck Items.

Step-by-step guide

To clear the stuck, non-working items is a 2-step process, first to delete the workflow, then delete the item

1. From your Kanban Board - Work in Progress column, click on the folder at the top.
2. You'll see those stories (and maybe others) in the folder. Select ONLY the ones you want to clear. You can click the title again to verify it.
3. Select the items by clicking the box to the left of each one.
4. From the Selected Items menu choose "**Cancel Workflows**" then confirm by clicking "**Delete**"
5. Once the workflows are deleted, the items should still remain checked.
6. Return to the Selected Items menu, choose "**Delete**" then confirm by clicking "**Delete**".

Related articles

- Restart "Stuck" stories in Work in Progress
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