DocuSign Connect Errors

You may use "DocuSign Connect" to view any errors that may have occurred when DocuSign attempts to communicate with FireLight. To do this, browse to the Connect page in the DocuSign Administration page, and click on the "failures" button.

Example demo URL: https://admindemo.docusign.com/connect

FireLight®

Failed Connect Notifications

Showing 3 failure entries

DELETE ALL **REPUBLISH ALL** **REFRESH**

Failed ▼	Retried	Retry Count	ID	Status	Sender	Sender Email	Subject	Config ID	Error	
6/17/2021 | 8:12:23 am	6/21/2021 | 2:53:05 pm	15	816589ef-bb79-4b64- ▮▮▮	completed	M▮▮ D▮	M▮▮▮▮.com	FireLight Document Signatures Required	10206670 Failure Config	https://▮▮▮.com ▮▮▮ ▮▮▮ :: Error - The remote server returned an error: (502) Bad Gateway.	**ACTIONS ▼** Republish Delete
6/21/2021 | 2:43:19 pm	6/21/2021 | 3:02:15 pm	3	0a1a0a75-69a9-428c- ▮▮▮	completed	M▮▮ D▮	M▮▮▮▮.com	FireLight Document Signatures Required	10207570 Failure Config	https://▮▮▮.com :: Error - The remote server returned an error: (401) Unauthorized.	**ACTIONS ▼**
6/21/2021 | 2:10:00 pm	6/21/2021 | 3:06:47 pm	3	31fc2a6f-6807-41d9- ▮▮▮	completed	M▮▮ D▮	M▮▮▮▮.com	FireLight Document Signatures Required	10207570 Failure Config	https://▮▮▮.com ▮▮▮ :: Error - The remote server returned an error: (401) Unauthorized.	**ACTIONS ▼**

While browsing here, you have the option to re-publish or delete these failures.

Republishing a failed entry may be appropriate if FireLight experienced an error when attempting to process the completion of the application. This could also be appropriate if the DocuSign credentials are misconfigured causing a (401) Unauthorized error, where the credentials could be corrected and tried again.

There is another scenario where multiple DocuSign Connects could be set up for your organization, and DocuSign has sent a Connect update to each of them. In that case, a (401) Unauthorized error may be expected and displayed here. An example of this occurring would be when a Production Connect and a UAT Connect are set up with different credentials. If this is the case, then tweaking the DocuSign credentials for your organization and republishing would be inappropriate, as there is a good chance those Connect notifications shouldn't have gone to that environment anyway.

In the scenario that there are two or more Connects that each use the same credentials and are authorized correctly into FireLight, then FireLight will still ignore any requests that did not originate in that environment. For example, UAT Connect Notifications will not be processed in the Production environment even when authenticated correctly. In this case, a Connect failure would not appear here.

IMPORTANT! We advise against deleting failures, as any apps that may need a retry will instead get stuck waiting for DocuSign to complete the signatures, even if the signatures are already complete. If this occurs, the app will need to be unlocked in FireLight and re-signed. Failed connections should automatically delete themselves after 15 days.

Note that the ID of the failed Connect notification (as displayed above) is not the FireLight Application Id. This view from DocuSign is not sufficient for determining what FireLight applications have not received their Connect Notifications.