

Connector Triage Playbook (Training)

Module 1: Identify class of failure (Auth / Rate / TLS / Limits / Data).

Module 2: Capture evidence (TraceId/RunId, timestamp, screenshot).

Module 3: Apply safe first fixes (backoff, reduce concurrency, re-auth).

Appendix: Sample screenshots

Appendix A — Rate limit and TLS examples

BatchBridge — Connector

Overview

Runs

Alerts

Access

Data

Settings

Help

Connector failure

HTTP 429 Too Many Requests

ERR-RATE-429: Backoff required (retry-after: 30s)

Buttons: [Enable Backoff] [Retry Now]

Screenshot: rate limit

BatchBridge — Certificate

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TLS handshake failed

ERR-TLS-014: Unknown CA

Hint: Install corporate root certificate store.

Buttons: [Open Cert Guide] [Retry]

Screenshot: TLS/CA issue