

Connector Triage Playbook (Training)

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

Module 2: Capture evidence (Traceld/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

Overview
Runs
Alerts
Access
Data
Settings
Help

TLS handshake failed
ERR-TLS-014: Unknown CA
Hint: Install corporate root certificate store.
Buttons: [Open Cert Guide] [Retry]

Screenshot: TLS/CA issue