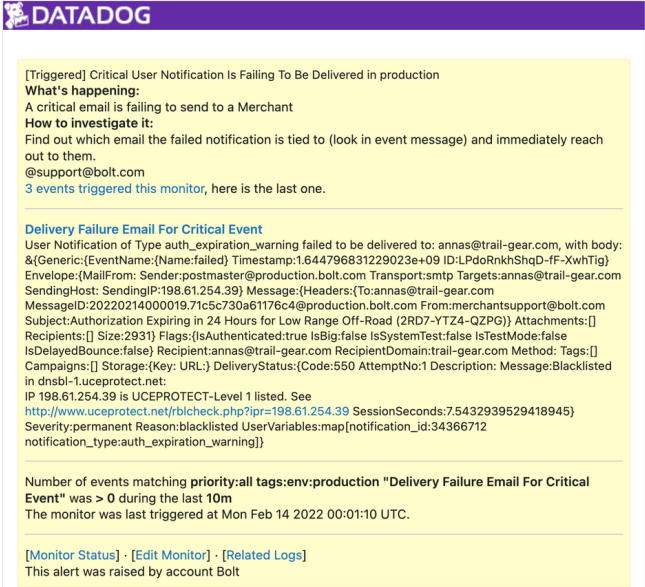


Critical User Notification Is Failing To Be Delivered in production

- [How to Identify](#)
- [FAQ](#)
- [What to do](#)
- [Changelog](#)

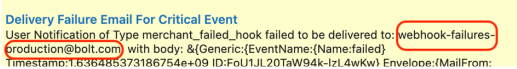
How to Identify

Ticket Subject	Datadog Screenshot
<p>[Monitor Alert] Triggered: Critical User Notification Is Failing To Be Delivered in production</p> <p>OR</p> <p>[Monitor Alert] Recovered: Critical User Notification Is Failing To Be Delivered in production</p>	

FAQ


Question	Answer
What if the description reason states, "user does not exist"?	You can disregard and immediately solve this ticket, as the user email address is false.


What to do

	Instruction Step	Screenshot
1	<p>The Analyst must determine if action is necessary.</p> <p>First, if the alert shows the delivery failed to <code>webhook-failures-production@bolt.com</code>, the ticket can be closed immediately.</p> <p>Category: Other</p> <p>Subcategory: Other > Internal Alert > Critical User</p>	

	<div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>If another email address is shown, continue to step #2.</div></div></div></div></div>	
2	<div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>In the Zendesk alert, note the type of alert that's failing to be delivered. Examples include:</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div><div><div>merchant_failed_hook</div></div><div><div>auth_expiration_warning</div></div></div></div></div></div></div> <div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>[Monitor Alert] Triggered: Critical User Notification Is Failing To Be Delivered in production</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Via email</div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Datadog</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>To Bolt <support@bolt.com> Show more</div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>[Triggered] Critical User Notification Is Failing To Be Delivered in production</div></div><div><div></div><div>What's happening:</div></div><div><div></div><div>A critical email is failing to send to a Merchant</div></div><div><div></div><div>How to investigate it:</div></div><div><div></div><div>Find out which email the failed notification is tied to (look in event message) and immediately reach out to them.</div></div><div><div></div><div>@support@bolt.com</div></div><div><div></div><div>4 events triggered this monitor, here is the last one.</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Delivery Failure Email For Critical Event</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>User Notification of Type auth_expiration_warning failed to be delivered to: [REDACTED] with body: {\"Generic\":{\"EventName\":\"Name-failed\",\"Timestamp\":1.645574426717033e+09},\"ID\":\"C7TfKTjvR7CSUAv55Q_EsQ\"} Envelope:{MailFrom: {Sender:postmaster@production.bolt.com}, Transport:smtp, Target:[REDACTED], SendingHost: {SendingIP:198.61.254.39}, Message:{Headers: {To:faegre@trail-gear.com, MessageID:202202230000015.09d117c09f0134cc@production.bolt.com}, From:merchantsupport@bolt.com, Subject:Authorization Expiring in 24 Hours for Low Range Off-Road Back Office (T9P9-GT6N-VNGD)}, Attachments:[] Recipients:[] Size:2967} Flags:{IsAuthenticated:true, IsBig:false, IsSystemTest:false, IsTestMode:false, IsDelayedBounce:false}, Recipient:[REDACTED], RecipientDomain:trail-gear.com, Method: Tags:[] Campaigns:[] Storage:{Key: URL, DeliveryStatus:{Code:550, AttemptNo:1, Description: Message:Blacklisted in dnsbl-1.uceprotect.net: IP 198.61.254.39 is UCEPROTECT-Level 1 listed. See http://www.uceprotect.net/rbcheck.php?pr=198.61.254.39, SessionSeconds:5.866069078445435}, Severity:permanent, Reason:blacklisted, UserVariables:map[notification_id:34847659, notification_type:auth_expiration_warning]}}</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Number of events matching priority:all tags:env:production "Delivery Failure Email For Critical Event" was > 0 during the last 10m</div></div><div><div></div><div>The monitor was last triggered at Wed Feb 23 2022 00:01:10 UTC.</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>[Monitor Status] · [Edit Monitor] · [Related Logs]</div></div><div><div></div><div>This alert was raised by account Bolt</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>View in Datadog</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Download the Datadog Mobile App to triage alerts from anywhere.</div></div><div><div></div><div>To manage your Datadog subscriptions, click here.</div></div></div></div></div></div></div></div></div></div>	
3	<div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Log into the Merchant Dashboard for the relevant merchant. Head to Settings → Users to open the list of merchant users.</div></div></div></div></div>	<div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Settings Help Center</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Checkout</div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Users</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Allowlist</div></div></div></div></div></div>
4	<div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Click Edit next to other merchant users to see if an alternate user is set to receive the same email alert.</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>If another user is set to receive the <i>same notification</i>, the ticket can be resolved.</div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>If there is only one merchant user set to receive that type of email notification, move to step #5.</div></div></div></div></div></div>	<div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Users</div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>These people can log on to the merchant site. Click a link to edit.</div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Administrator</div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>User since Jul 22, 2019</div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Edit</div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Support</div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>User since Aug 9, 2019</div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Edit</div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Administrator</div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>User since Aug 9, 2019</div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Edit</div></div></div></div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>Notifications</div></div></div></div><div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>EMAIL</div></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>FAILED WEB HOOK: <input checked="" type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>REFUNDED ORDER: <input type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>CANCELLED ORDER: <input type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>RECENTLY REJECTED: <input type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>CHARGEBACK: <input checked="" type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>DAILY SETTLEMENT: <input type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>MONTHLY STATEMENT: <input type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>RE-REVIEW COMPLETE: <input type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>UPCOMING AUTH EXP: <input type="checkbox"/></div></div></div><div><div><div><div></div><div></div></div><div><div></div></div><div><div></div><div>PRE-AUTH FAILURES <input type="checkbox"/></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div></div>

It's possible the relevant user did receive the email after the alert was triggered. Here are the steps to check in MailGun.

1. Copy the affected email address.
2. Open the log from Zendesk to confirm the time of the failure.
3. Use Okta to access **Mailgun** → **Sending** → **Logs**. Set the domain to `production.bolt.com`.
4. Ensure that the date is set appropriately to match step #2.
5. Search for the email from step #1.
6. Click the  **icon menu** → **History** for the delivery error.
7. If you see a Delivered event after the initial failure, this confirms that the email was delivered. If so, the alert can be resolved.

 To find only delivery errors when searching, results can be filtered for:

- **is not + accepted** and
- **is not + delivered**



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Changelog



May 19, 10:57:10 AM - 14 days ago
Delivery Failure Error - Critical Event

Version Number		Person who Made Change	Modification Date	Modification Summary
1.0.1		Ziyaad Motala	11/18/22	• Added FAQ
1.0.0		Lisa Rogalski	2/23/22	• Created Playbook
			<div><div><div>Dashboard</div><div>Reporting</div><div>Sending Domains</div><div>Logs</div><div>Analytics</div><div>Templates</div><div>Suppressions</div><div>Webhooks</div><div>IPs</div><div>Mailing lists</div><div>Domain settings</div><div>Receiving</div><div>Verifications</div><div>MESSAGING</div><div>SMS</div></div><div><div>Back to domain overview</div><div>Logs</div><div>2/23/22</div><div>06/14/23 03:05 PM</div><div>06/13/23 03:05 PM</div><div>06/12/23 03:05 PM</div><div>06/12/23 01:12 AM</div></div><div><div>Event</div><div>Accepted</div><div>Event not delivered</div><div>Event not delivered</div></div><div><div>Timestamp</div><div>Event</div><div>Sender</div><div>Recipient</div><div>Delivery Status Message</div><div>Actions</div></div><div><div>06/14/23 03:05 PM</div><div>Failed</div><div>merchant.support@bolt.c...</div><div>dp...</div><div>Not delivering to previously bounced address</div><div></div></div><div><div>06/13/23 03:05 PM</div><div>Failed</div><div>merchant.support@bolt.c...</div><div>dp...</div><div>Not delivering to previously bounced address</div><div></div></div><div><div>06/12/23 03:05 PM</div><div>Failed</div><div>merchant.support@bolt.c...</div><div>dp...</div><div>Not delivering to previously bounced address</div><div></div></div><div><div>06/12/23 01:12 AM</div><div>Failed</div><div>merchant.support@bolt.c...</div><div>dp...</div><div>Not delivering to previously bounced address</div><div></div></div><div><div>Details</div><div>History</div><div>Quick view</div><div>MIME</div><div>Reveal message</div></div></div>	

Back to logs

Log history

Domain

production.bolt.com

Refresh

20230424142507.8cb6adf5186578b4@production.bolt.com

Details

History

Quick View

MIME

Timestamp

Event

Recipient

Actions

04/24/23 10:42AM

Delivered

ah...

04/24/23 10:27AM

Failed

ah...

04/24/23 10:25AM

Accepted

ah...

* Times are shown in US/Eastern timezone, click [here](#) to configure

Open the [Admin Dashboard](#). Head to **Merchant Lookup** to find the relevant merchant. The **Users** section will show merchant and internal users.

Note down any merchant users who are *merchant_admin* (there may be several; just choose the first ~3 users).

Users

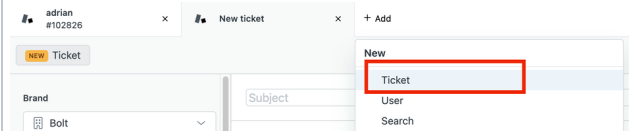
 Add Internal User

integration+merchant@bolt.com	merchant_admin	Remove
eric.karpas@bolt.com	merchant_admin	Remove
molly@bolt.com	merchant_admin	Remove
haylee@bolt.com	merchant_admin	Remove
khai@bolt.com	merchant_admin	Remove
simon@bolt.com	merchant_admin	Remove
kyle@bolt.com	merchant_admin	Remove
tony.lee@bolt.com	merchant_admin	Remove
liberty@bolt.com	merchant_admin	Remove
adam.berry@bolt.com	merchant_admin	Remove

7

Create a new ticket in Zendesk.

Set one merchant administrator as the ticket **requester** and CC the remaining admins.



NEW Ticket

Requester

search name or contact info

+ Add user

-

8

Use the **Alerts > Delivery Failed** Zendesk macro. Customize the text based on the affected email and the type of email alert.

Resolve the ticket.

 Typically, merchants will handle the actions needed on their own. Nothing is needed from Bolt unless merchant reaches out.

Alerts::Delivery Failed

Failed delivery for notification email

×

Add tags

delivery_failed

Status

Pending

Type

Alert

Persona

Merchant

Issue Subcategory

Other::Internal Alert::Critical User

Set subject

Bolt Notification Email

Public Reply

Internal Note

Hi Eric,

I hope you're having a great day! I wanted to reach out because I observed that one of our notification emails was not successfully delivered to [email]. The subject line of the email is:

[Subject Line]

I saw that [you/email address] [have/has] failed web hook notifications enabled so they should have received this email. Please let me know if [email] is still a valid email address. If it is, you may need to make a configuration change to ensure the delivery of our emails.

Open in Settings

Cancel

Apply Macro

9	Merge the original alert ticket into the newly-created ticket sent to the merchant user(s).	