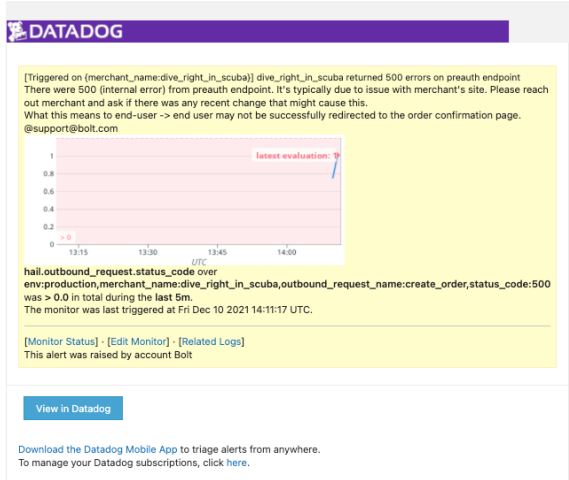# Error 502

500 Errors on Preauth Endpoint
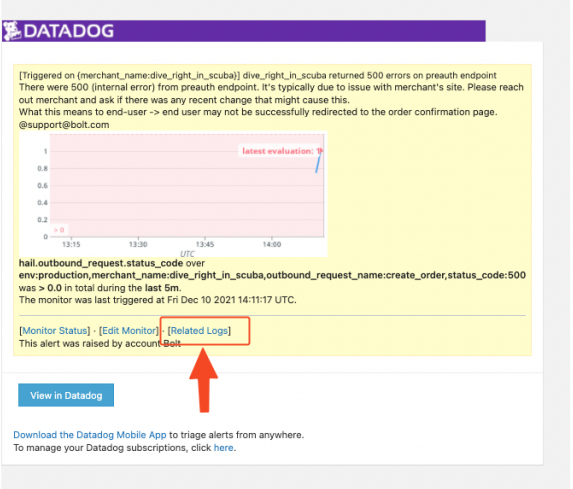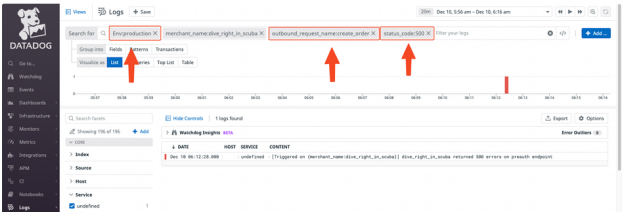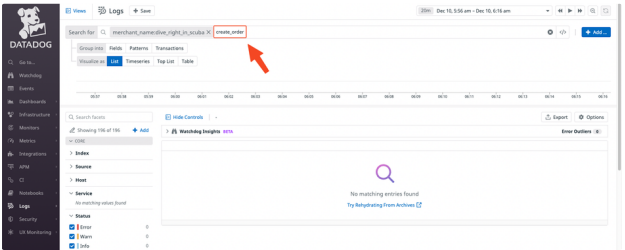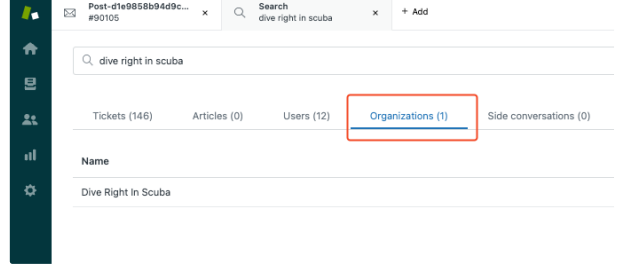
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How to Identify

Ticket Subject	Datadog Screenshot
[Monitor Alert] Triggered: `(MERCHANT NAME)` **returned 500 errors on preauth endpoint** OR **[Monitor Alert] Recovered:** `(MERCHANT NAME)` **returned 500 errors on preauth endpoint**	**DATADOG** [Triggered on {merchant_name:dive_right_in_scuba}] dive_right_in_scuba returned 500 errors on preauth endpoint There were 500 (internal error) from preauth endpoint. It's typically due to issue with merchant's site. Please reach out merchant and ask if there was any recent change that might cause this. What this means to end-user -> end user may not be successfully redirected to the order confirmation page. @support@bolt.com *latest evaluation: 1* 1 0.8 0.6 0.4 0.2 > 0 0 13:15 13:30 13:45 14:00 UTC **hail.outbound_request.status_code** over **env:production,merchant_name:dive_right_in_scuba,outbound_request_name:create_order,status_code:500** was **> 0.0** in total during the **last 5m**. The monitor was last triggered at Fri Dec 10 2021 14:11:17 UTC. [Monitor Status] · [Edit Monitor] · [Related Logs] This alert was raised by account Bolt **View in Datadog** Download the Datadog Mobile App to triage alerts from anywhere. To manage your Datadog subscriptions, click here.

What to do

Instruction Step	Screenshot

1	Click on the [Related Logs] link in the ticket:	
2	In the DataDog log page that is shown, remove all the tags that are populated in the search bar **except for** `merchant_name` :	 In this example, there are 3 additional tags populated beyond the merchant_name tag - you will remove all except for the merchant_name tag, which in this example, is set for Dive Right In Scuba
3	In addition to the `merchant_name` tag, you will now add another, which you can click to type in: `create_order` . After you've typed in the new tag, you can press **Enter** on your keyboard to search.	 Note that the create_order tag will not be encased in a gray box like the merchant_name tag. This example shows no failed responses (a good result).
4	Review the number of failed responses that are shown.	
5	**If the number is greater than 3 in a 15 minute time frame and the recent requests look to be failing, proceed with below steps to notify the merchant.** **If there are fewer than 3 results, please see Step #12** ⬇️ .	
6	Head to **Zendesk** → **Search** for the merchant name → click on the **Organizations** tab → select the relevant **Merchant**:	

7	Scan the list of tickets to see if a requester appears frequently, and use that requester as your point of contact. You can also post in #support-squad to ask/confirm with the team.

Changelog

Version Number	Person who Made Change	Modification Date	Modification Summary
1.0.2	Ziyaad Motala	12/30/2021	• Revamped table to include numbers.
1.0.1	Ziyaad Motala	12/17/2021	• Added Changelog. • Reconfigured resolution steps to fit inside a table. • Moved Ticket Analysis to live inside Google Docs.
1.0.0	Ziyaad Motala	12/14/2021	• Created Playbook.

		404 Reset your Dive Right In Sc
		'306 Reset your Dive Right In Sc
		'421 Oops, did something go wr
		;340 Re: Crystal Hall Return
		In <u>Dive Right In Scuba</u>'s case, Mike Pedersen is our guy 🔍
8	Create a new ticket	
9	Add the point of contact as the ticket **Requester**	
10	Apply the macro `Alerts::500 Error`	
11	Fill in and remove the pieces of information as necessary, re-read once over to confirm everything looks correct, and then send and mark the ticket as solved	
12	✅ If the number of responses is less than 3 and new orders look to be created successfully, use the `500 Errors on Preauth Endpoint (RECOVERED)` macro. The `500 Errors on Preauth Endpoint (RECOVERED)` macro will leave an internal note along with setting the following categories: **Issue Category:** Other **Issue Category:** Other > Internal Alert > Server Error (500)	