Braintree 401 Credentials Forbidden

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How to Identify and When to Use

Ticket Subject	Datadog Screenshot
[Monitor Alert] Triggered: Braintree Credentials Forbidden OR **[Monitor Alert] Recovered: Braintree Credentials Forbidden**	[Monitor Alert] Triggered: [TEST] Braintree Credentials Forbidden Via email **Datadog** To Bolt <support@bolt.com> Show more **DATADOG** [Triggered on] [TEST] Braintree Credentials Forbidden We received a 401 from a Braintree merchant on our outbound call. This means our API Keys are not correctly configured to work with their Braintree account. This means all authorizations will fail. Check merchant(s) affected by inspecting these logs Then: 1.) Support engineer reaches out to merchant to get valid credentials 2.) Find the old merchant's credentials in braintree_merchant_credentials (foreign key is merchant ID) 3.) Deactivate this entry 4.) You or support engineer or merchant go back to the merchant dashboard to re-link the Braintree account under Settings->Payments when the new credentials are created @slack-eng-fp-psps-oncall @support@bolt.com Test notification triggered by satoko@bolt.com. *snapshot not available* *there was a problem rendering this snapshot, but data was unaffected* **hail.outbound_request.status_code** over **env:production,outbound_request_name:braintree,status_code:401** was **> 0.0** in total during the **last 5m**. The monitor was last triggered at Mon Apr 25 2022 18:17:14 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 the **these logs** link to open the relevant entry in DataDog. In DataDog, change the timeframe dropdown to "Past 1 Day". Expand the timeframe even further if no results are showing.	[Monitor Alert] Triggered: Braintree Credentials Forbidden Via email **DATADOG** [Triggered] Braintree Credentials Forbidden We received a 401 from a Braintree merchant on our outbo... This means our API Keys are not correctly configured to work with their Braintree accou... means all authorizations will fail. Check merchant(s) affected by inspecting these logs Then: 1.) Support engineer reaches out to merchant to get valid credentials 2.) Find the old merchant's credentials in braintree_merchant_credentials (foreign key is merchant ID 3.) Deactivate this entry 4.) You or support engineer or merchant go back to the merchant dashboard to re-link the Braintree account under Settings->Payments when the new credentials are created @slack-eng-fp-psps-oncall @support@bolt.com ↓ Jump to latest message
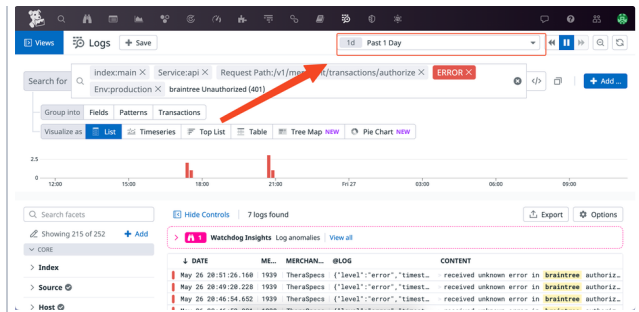
DataDog showing TheraSpecs is the affected merchant.


2	In Salesforce, search for the merchant name, and select the corresponding **Account** (they'll show with a purple icon). On the Account page, confirm the relevant CSM listed in the **Account Owner** field. Use the #support-alerts-program Slack Channel to confirm the best point of contact with the CSM.	 In the screenshot above, we're searching for and found "Budget Mailboxes". Click on the result that is categorized as an "Account" (the icon will be purple).
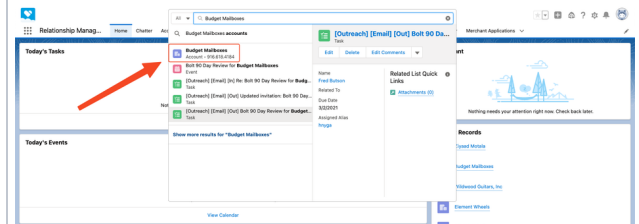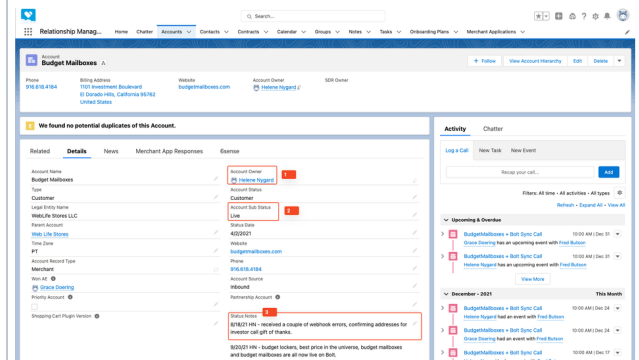
3	ℹ️ It's possible another Analyst had already reach out to the merchant. Perform a search in Zendesk to check. If a ticket already exists, this ticket can be resolved without action. The #support-alerts-program Slack Channel can also be searched to see if other Analysts have already handled this alert for a merchant. Create a new ticket in Zendesk with the merchant point of contact as the **Requester**. Apply the `Alerts::Braintree 401 Credentials Forbidden` macro. ⚠️ Fill in and remove the pieces of information as necessary. Review the message to confirm everything is correct. Send and set the ticket to **Pending**.	

Changelog

Version Number	Person who Made Change	Modification Date	Modification Summary

| 1.0.0 | Ziyaad Motala | 4/28/22 | • Created Alert Playbook |