



Missing Endpoint Alerts (DRAFT)

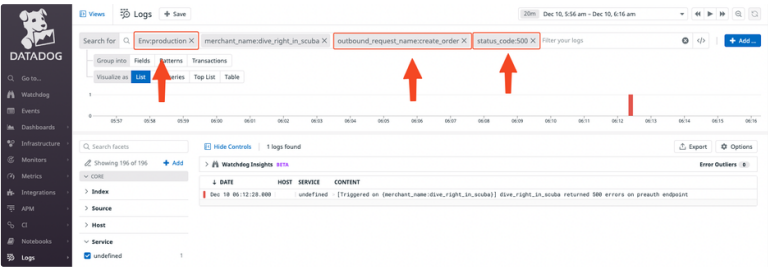
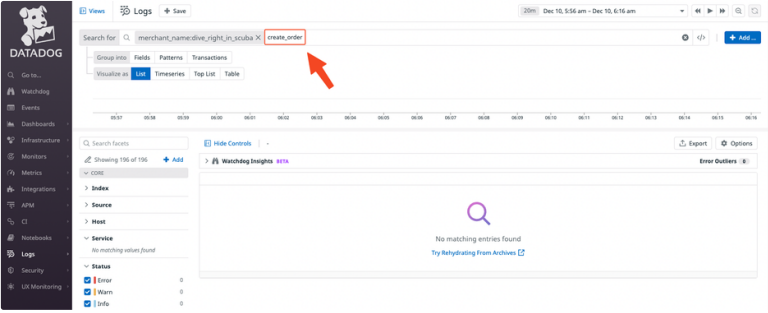

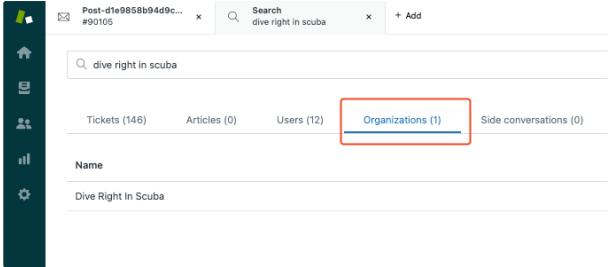
- How to Identify
- What to do
- Changelog

How to Identify

[illegible]

What to do

Instruction Step	Screenshot
<p>1 Click on the [Related Logs] link in the ticket:</p>	<div data-bbox="708 1291 747 1329"></div> <div data-bbox="760 1291 820 1310">Datadog</div> <div data-bbox="760 1318 1018 1335">To Bolt <support@bolt.com> Show more</div> <div data-bbox="760 1371 924 1402"> DATADOG</div> <div data-bbox="787 1446 1399 1551"><p>[Triggered] [TEST] [Monitor Alert] Merchant Webhook has been removed A webhook has been removed @support@bolt.com Test notification triggered by zmotala@bolt.com. More than 10 log events matched in the last 5m against the monitored query: "unable to load the merchant division url for division" \@env:production \@http_status:422 The monitor was last triggered at Tue Apr 19 2022 18:12:39 UTC.</p></div> <div data-bbox="787 1575 1092 1612"><p>[Monitor Status] · [Edit Monitor] · [Related Logs] This alert was raised by account Bolt</p></div> <div data-bbox="787 1659 920 1690">View in Datadog</div> <div data-bbox="781 1724 1193 1757"><p>Download the Datadog Mobile App to triage alerts from anywhere. To manage your Datadog subscriptions, click here.</p></div>

<p>2</p> <p>In the DataDog log page that is shown, remove all the tags that are populated in the search bar except for <code>merchant_name</code>:</p>	 <p>In this example, there are 3 additional tags populated beyond the <code>merchant_name</code> tag - you will remove all except for the <code>merchant_name</code> tag, which in this example, is set for Dive Right In Scuba</p>
<p>3</p> <p>TO DO: once alert is created, MS team may have to follow similar steps to the below in order to remove query strings that are not relevant/helpful. Will update this once we have the alert to work with.</p> <p>In addition to the <code>merchant_name</code> tag, you will now add another, which you can click to type in: <code>create_order</code>.</p> <p>After you've typed in the new tag, you can press Enter on your keyboard to search.</p>	 <p>Note that the <code>create_order</code> tag will not be encased in a gray box like the <code>merchant_name</code> tag. This example shows no failed responses (a good result).</p>
<p>4</p> <p>Review the number of failed responses that are shown.</p>	
<p>5</p> <p>Verify whether the endpoint is still missing:</p> <ol style="list-style-type: none"> 1. Check in Admin -> Division -> is the endpoint there or still missing? If so, we can replace the endpoint (screenshot of what this will look like, ensure you use the correct domain (below step)) <p>Paths for endpoints (Please replace the merchant-domain section text with the actual merchant's site domain):</p> <p>Example: Bag Riders -> <code>https://www.bagriders.com/</code> -> <code>merchant_domain = bagriders</code></p> <ul style="list-style-type: none"> • API Hook URL: <code>https://merchant-domain/rest/V1/bolt/boltpay/order/manage</code> • Shipping and tax URL: <code>https://merchant-domain.com/rest/V1/bolt/boltpay/shipping/methods</code> • Create order URL: <code>https://merchant-domain.com/rest/V1/bolt/boltpay/order/create</code> • Shipping URL: <code>https://merchant-domain.com/rest/V1/bolt/boltpay/shippingoptions</code> • Update Cart URL: <code>https://merchant-domain.com/rest/V1/bolt/boltpay/cart/update</code> • Tax URL: <code>https://merchant-domain.com/rest/V1/bolt/boltpay/tax</code> 	 <p>Example of endpoints that are valid</p>
<p>6</p> <p>Head to Zendesk -> Search for the merchant name -> click on the Organizations tab -> select the relevant Merchant:</p>	

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.

x

+ Add

Be Right In Scuba

Users (12)

ID

Subject

Changelog

#90214

Fwd: Web Hook Failed - Dive R

Version Number

Person who Made Change

Modification
Date

Modification Summary

1.0.1

Ziyaad

#90200

04/19/2022

Fwd: Web Hook Failed - Dive R

1.0.0

Chelsey

03/16/2022

- Created Playbook

Id

#89142

Fwd: Magento + Fast

Id

#90218

Your gear is waiting for you...

#86482

Fwd: Amazon Pay

#89277

Fwd: PayPal Instant Payment N

#89328

Oops, did something go wrong

#89156

Re: Bolt Fee | Refund for Nover

#86181

Fwd: Web Hook Failed - Dive R

		<div>#87404 Reset your Dive Right In Scuba</div> <div>#87306 Reset your Dive Right In Scuba</div> <div>#87421 Oops, did something go wrong</div> <div>#86340 Re: Crystal Hall Return</div> <div> <div>1</div> <div>In Dive Right In Scuba's case, Mike Pedersen is our guy 🔍</div> </div>
8	Create a new ticket	
9	Add the point of contact as the ticket Requester	
10	Apply the macro <code>Alerts::Missing Endpoint</code>	
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	<p>The <code>Missing Endpoint...</code> macro will leave an internal note along with setting the following categories:</p> <p>Issue Category: Other</p> <p>Issue Category: Other > Internal Alert > Missing Endpoint</p> <p>Tags: missing_endpoint_alert</p>	