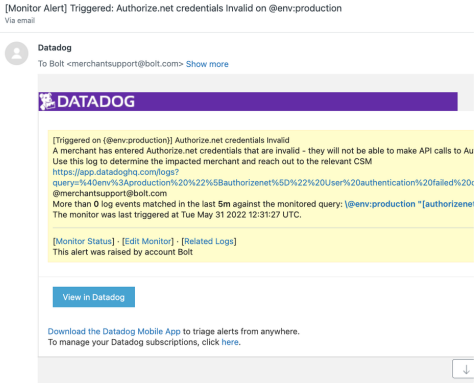# Authorize.net credentials Invalid on @env:production

How to Identify and When to Use

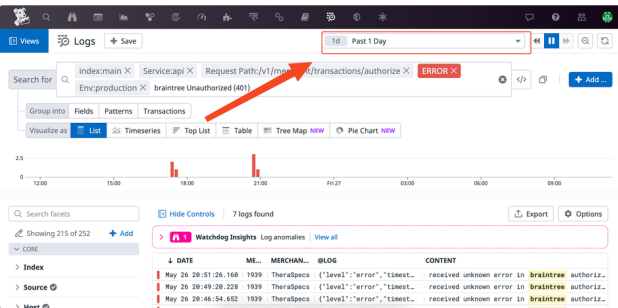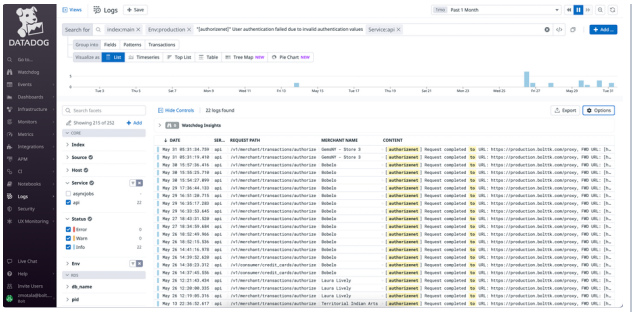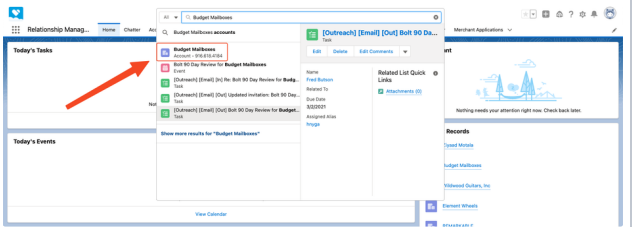| Ticket Subject	Datadog Screenshot
[Monitor Alert] Triggered: Authorize.net credentials Invalid on @env:production OR **[Monitor Alert] Recovered: Authorize.net credentials Invalid on @env:production**	

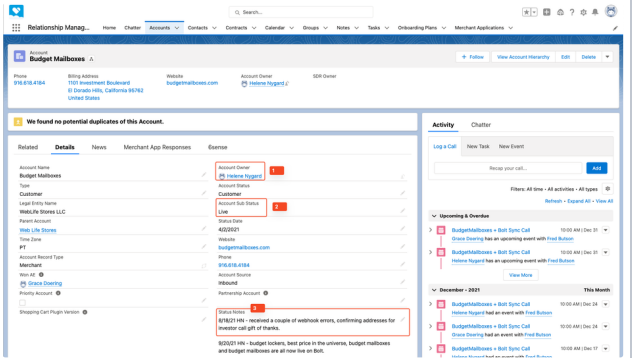## What to do
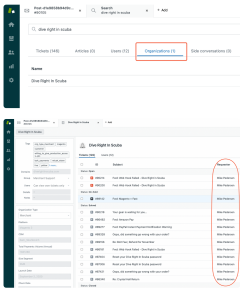
	Instruction Step	Screenshot
1	1. You will need to confirm which merchants are affected by checking the Datadog link provided in the ticket. You can also click on this: https://app.datadoghq.com/logs?query=%40env%3Aproduction \[authorizenet\] User authentication failed due to invalid authentication values -service%3Aundefined&additional_filters=[{}]&cols=service%2C%40merchant_name%2C%40request_path&index=&messageDisplay=inline&stream_sort=time%2Cdesc&viz=stream&from_ts=1676831801991&to_ts=1677091001991&live=true 2. After clicking the **These Logs** link, change the timeframe dropdown to **Past 1 Day** if it doesn't show that already 3. Looking at the screenshot, we can find the applicable merchants under the **Merchant Name** column.	 Step 1 Step 2

		  Step 3
2	**Search Zendesk for this merchant / organization to see if any existing tickets for this issue have been created and sent already - if you are unable to find one, proceed with the following steps.** 👇 However, if an outreach ticket has already been created for this merchant and another Analyst has already followed the instructions below, you can resolve the ticket and disregard any new monitor alert tickets for this merchant moving forward.	

3	1. Open Salesforce, and search for the merchant name in the search bar.
	2. Select the relevant merchant **Account** (shows with a purple building icon).
	3. On the **Account** page, confirm the CSM in the **Account Owner** field.
	
	❌ If you are unable to get in contact with the **Account Owner** for whatever reason, you can as an alternative:
	
	   1. Head to **Zendesk** → **Search** for the merchant name → click on the **Organizations** tab → select the relevant **Merchant**.
	   2. 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.
		
		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).
		
		Screenshots of Alternative
		
		In Dive Right In Scuba's case, Mike Pedersen is our guy 🔍

4	🔲 If this is a One-Click Merchant, they will not be able to update their credentials by themselves and will need help from Bolt Engineering. ✅ Following the note above, if the affected merchant is One-Click, then re-route the ticket to the Self-Service queue.	
5	Open a Business Escalation with the CSM by following the steps in this playbook: 📄 Business Escalation Playbook	

Explain the circumstance in issue summary, and then ask them to confirm a Point of Contact you can reach out to.

Changelog

Version Number	Person who Made Change	Modification Date	Modification Summary
1.0.0	Ziyaad Motala	5/31/22	• Created Alert Playbook

✅ 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 pending.