Critical User Notification Is Failing To Be Delivered in production

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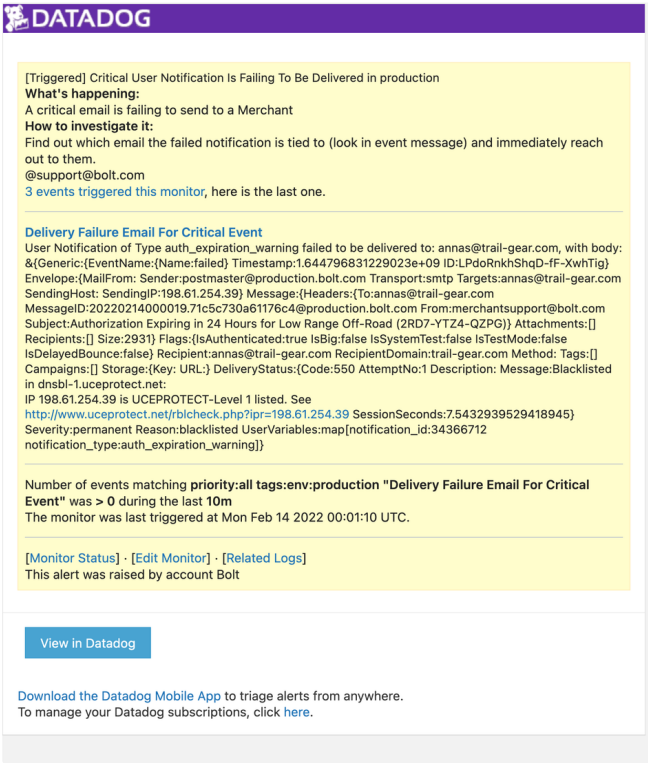
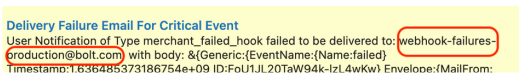
How to Identify

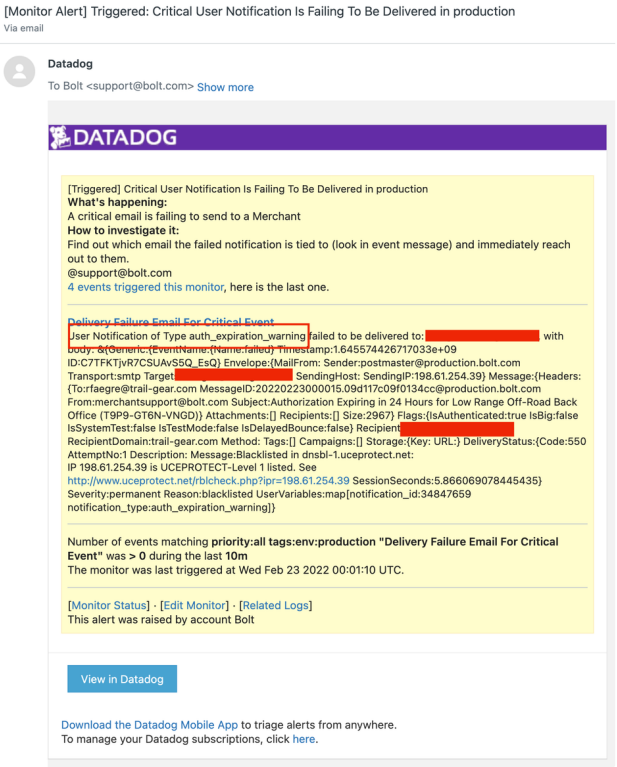
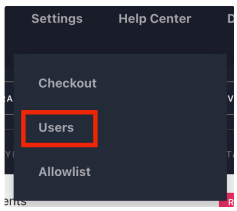
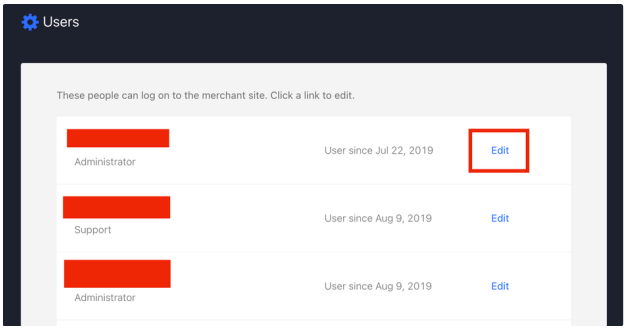
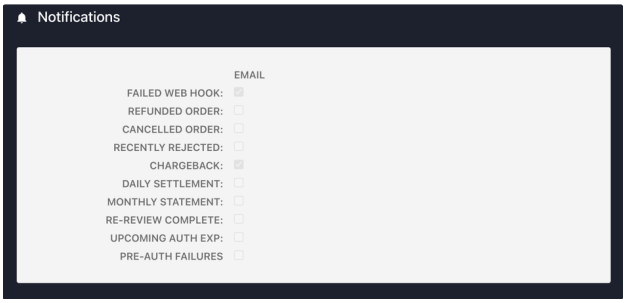
Ticket Subject	Datadog Screenshot
[Monitor Alert] Triggered: Critical User Notification Is Failing To Be Delivered in production OR **[Monitor Alert] Recovered: Critical User Notification Is Failing To Be Delivered in production**	

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

	❌ If another email address is shown, continue to step #2.	
2	In the Zendesk alert, note the type of alert that's failing to be delivered. Examples include: • *merchant_failed_hook* • *auth_expiration_warning*	
3	Log into the Merchant Dashboard for the relevant merchant. Head to **Settings** → **Users** to open the list of merchant users.	
4	Click **Edit** next to other merchant users to see if an alternate user is set to receive the same email alert. If another user is set to receive the *same notification*, the ticket can be resolved. ❌ If there is only one merchant user set to receive that type of email notification, move to step #5.	 

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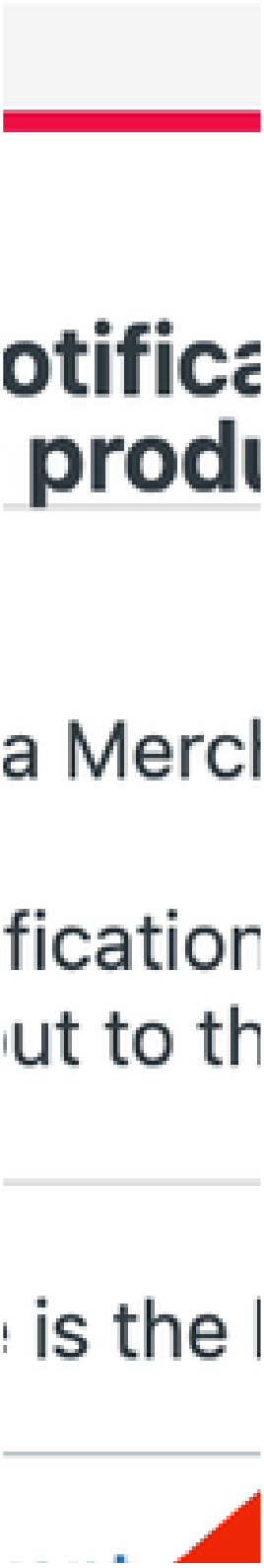
It's possible the relevant user did receive the email after the alert was triggered. Here are the steps to check in MailGun.

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.

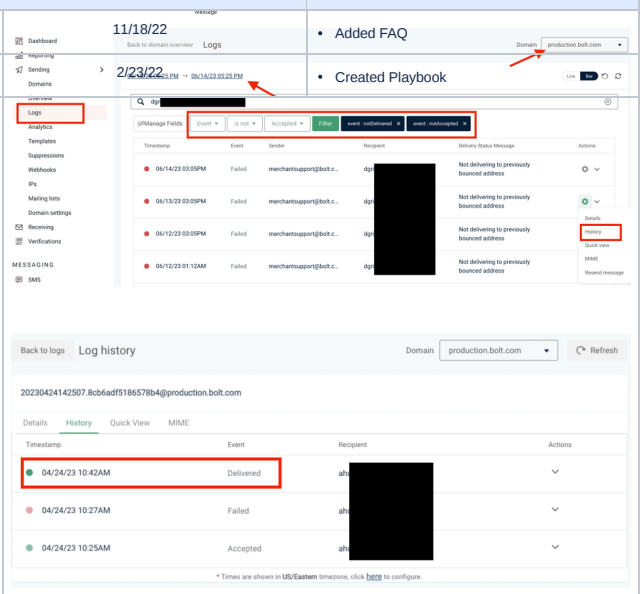
ℹ To find only delivery errors when searching, results can be filtered for:

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



Changelog

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



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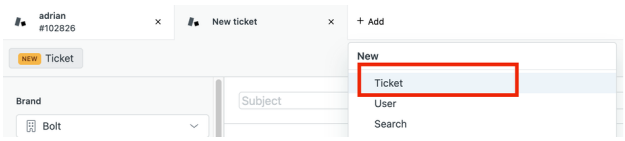
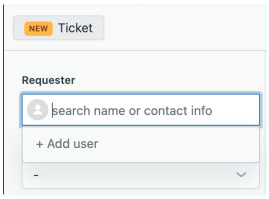
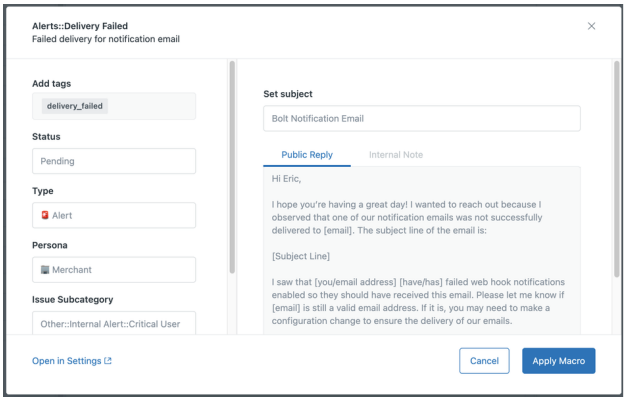
Open the Admin Dashboard. Head to **Merchant Lookup** to find the relevant merchant. The **Users** section will show merchant and internal users.

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

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

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