



Braintree 401 Credentials Forbidden

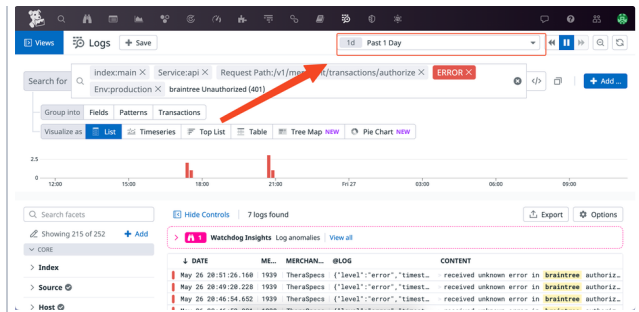
- [How to Identify and When to Use](#)
- [What to do](#)
- [Changelog](#)

How to Identify and When to Use

Ticket Subject	Datadog Screenshot
<p>[Monitor Alert] Triggered: Braintree Credentials Forbidden</p> <p>OR</p> <p>[Monitor Alert] Recovered: Braintree Credentials Forbidden</p>	<p>[Monitor Alert] Triggered: [TEST] Braintree Credentials Forbidden</p> <p>Via email</p> <div><div> Datadog</div><div>To Bolt <support@bolt.com> Show more</div></div> <div><div><div><div><div></div><div></div></div><div><div></div><div></div></div></div><div><div></div><div></div></div></div><div><div><div><div></div><div></div></div><div><div></div><div></div></div></div><div><div></div><div></div></div></div></div> <div><p>[Triggered on] [TEST] Braintree Credentials Forbidden</p><p>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</p><p>Then:</p><ol style="list-style-type: none">1.) Support engineer reaches out to merchant to get valid credentials2.) Find the old merchant's credentials in braintree_merchant_credentials (foreign key is merchant ID)3.) Deactivate this entry4.) 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<p>@slack-eng-fp-psps-oncall @support@bolt.com Test notification triggered by satoko@bolt.com.</p><div><div>snapshot not available</div><div>there was a problem rendering this snapshot, but data was unaffected</div></div><p>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.</p><div><div>[Monitor Status]</div> · <div>[Edit Monitor]</div> · <div>[Related Logs]</div></div><p>This alert was raised by account Bolt</p><div>View in Datadog</div><p>Download the Datadog Mobile App to triage alerts from anywhere. To manage your Datadog subscriptions, click here.</p></div>

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.	<p>[Monitor Alert] Triggered: Braintree Credentials Forbidden</p> <p>Via email</p> <div><div> DATADOG</div><div></div></div> <div><div><div><div></div><div></div></div><div><div></div><div></div></div></div><div><div></div><div></div></div></div> <div><p>[Triggered] Braintree Credentials Forbidden</p><p>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</p><p>Then:</p><ol style="list-style-type: none">1.) Support engineer reaches out to merchant to get valid credentials2.) Find the old merchant's credentials in braintree_merchant_credentials (foreign key is merchant ID)3.) Deactivate this entry4.) 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<p>@slack-eng-fp-psps-oncall @support@bolt.com</p><div>Jump to latest message</div></div>



Datadog showing TheraSpecs is the affected merchant.

1mo May 24, 4:12 pm - Jun 23, 4:12 pm

Live Tail

Past 15 Minutes

Past 1 Hour

Past 4 Hours

Past 1 Day

Past 2 Days

Past 3 Days

Past 7 Days

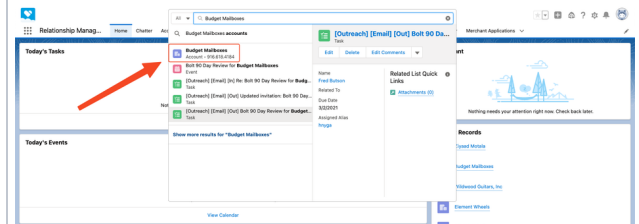
Past 15 Days

Past 1 Month

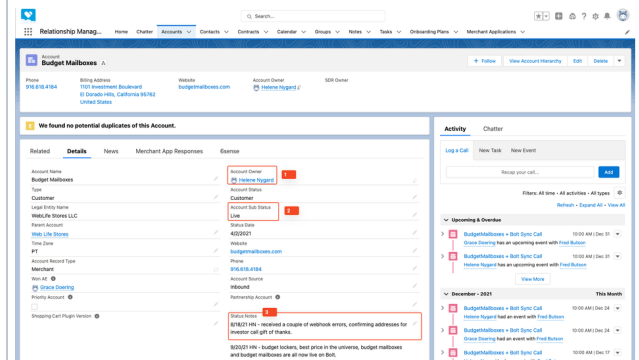
Select from calendar...

More

- 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 **i** 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**.

Alerts: Braintree 401 Credentials Forbidden

Assignee
(current user)

Priority
High

Issue Subcategory
Other: Internal Alert

Issue Category
Other

Set subject
Bolt - Your Braintree Credentials are Invalid

Public Reply

Internal Note

Hi Datadog,

This is Bolt Merchant Support reaching out.

It appears that the Braintree credentials you have entered and saved on Bolt are not valid. This is likely a result of the credentials having been entered incorrectly, or updated/changed with Braintree without being updated on Bolt.

Please login to your Merchant Dashboard and head to **Settings > Payments > Manage Braintree** to input the updated credentials.

Open in Settings L2

Cancel

Apply Macro

Changelog

Version Number

Person who Made Change

Modification
Date

Modification Summary

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