Diagnose an External Integration Failure

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Overview

This guide will help you identify whether an integration failed before submission, in transit, at the provider, or during local persistence.

The incident has a failure stage and a safe next action rather than an uncontrolled retry.

Who can do this

You need access to Relevant transaction/inquiry access and authorized diagnostic/log.

Before you start

Have timestamp, company, terminal, user, local document number, external ID, action, sanitized error, and connectivity status.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Open the failed workflow, its inquiry/history, notifications, and authorized logs.

Diagnose an External Integration Failure

Step 1: Confirm the intended company, environment, and endpoint

Step 2: Check local validation and permission failures

Step 3: Check connection, DNS/TLS, authentication, and provider availability

Step 4: Determine whether a request was submitted and capture its external ID

Step 5: Check provider acceptance/status separately from transport success

Step 6: Verify whether Muhasib stored or posted the local result

Step 7: Classify the failure before any retry

Check your work

Evidence identifies one local record, zero or one provider request, its status, and any mismatch requiring checking.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Never paste secrets or full private payloads into tickets.
- Treat timeouts as unknown outcomes until provider/local history is checked.

Related guides

- Retry a Partially Successful Integration Safely
- Request Muhasib Support
- Understand Back Office Background Operations

What to do next

> **Retry a Partially Successful Integration Safely**.

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