

When a run fails

One agent job stopped. Keep the proof, find what already happened, and don't create a duplicate by pressing Run again.



A stopped chain can still have moved the first few pieces.

A run is one attempt at a job

It may prepare a report, move a form entry, draft a message, or carry out another approved task. A failed run doesn't always mean the whole system is down.

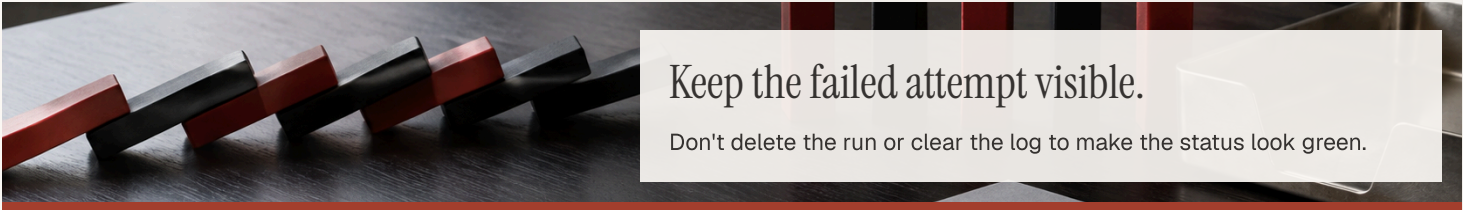
Use When It Breaks if the site, app, payment path, or several parts of the build stop. Use this guide when you can point to one job or a set of failed attempts.

First rule: don't replay it yet

A job can send a message or create a record and then fail on a later step. Running it again may do the first action twice. “Failed” doesn't mean “nothing happened.”

01	Keep the run record Save a safe job name, time, and error.
02	Find the last real result Check existing outputs, sends, and records.
03	Choose hold or approved retry If the effect is unknown, hold and ask.

FIND THE NEXT STEP	PAGE
One run or a wider outage?	2
Read the run record without exposing secrets	3
Sort the visible failure	4
Decide whether a retry is safe	5
Use an approved single retry, if cleared	6
Send the support packet; close the held work	7–8



Keep the failed attempt visible.

Don't delete the run or clear the log to make the status look green.

Name the job and the size of the gap.

Look at what your tool already shows. Don't start a new job just to find out whether the old one was stuck.

Use the actual status

- Queued: it may not have started.
- Running: it may still be doing work.
- Waiting: it may need a fact, access, or approval.
- Failed: some step stopped. Earlier steps may still have worked.
- Completed: check the expected output if it is missing.

Quiet may be normal

Check the saved schedule, time zone, and next due time. A daily job is meant to be quiet between runs. A paused job may be held by its owner on purpose.

WHAT YOU SEE	WHAT TO CHECK NEXT
One failed attempt; later work is healthy	Keep the failed item. Check whether its work is still owed.
Several attempts fail at the same step	Hold repeated retries through the approved control. Tell the job owner.
Job still says running	Read its age and last update. Don't overlap it with a second run.
Several tools or jobs fail	Use When It Breaks. Look for a shared service or access notice.
Job finished but output is absent	Read the expected destination and the last successful step. Don't assume a send failed.

Job name / safe run reference

First seen: date, time, time zone

Status exactly as shown

One item or several? Known count only

What still works, or “not checked”

Describe the scope without guessing.

“This one report didn't arrive” is more useful than “the agent is broken.”

Read the record. Don't post the whole log.

A run record may contain private inputs, customer details, or secret connection text. Share only the short safe part that explains the stop.

JOB	Identify the attempt Use its safe ID or name, start time, and saved version if shown.
STEP	Find the first error Keep the step label and short error message. Later errors may just be fallout.
RESULT	Check the last output Look for the saved draft, record, sent item, or charge before any replay.
STATE	Note what is still pending Queued work, a wait for approval, or another active attempt changes the retry decision.

Safe to include

- Job name and a non-secret run ID.
- Time and time zone.
- Short error text with private parts removed.
- The label of the step that stopped.
- A private evidence location for ED.

Keep out of chat and email

- Passwords, keys, and sign-in tokens.
- Full customer records or call transcripts.
- URLs that include a private access code.
- Payment details or whole raw logs.

EXAMPLE ONLY

```
JOB: Monthly draft report
STATUS: Failed
STEP: Save report
ERROR: Destination folder not found
LAST RESULT: Draft text exists in the run record
SENT TO CUSTOMER: No send step in this job
NEXT ACTION: Hold; owner confirms the folder
```

Short error, with private details removed

Where ED can read the approved private evidence



An error excerpt is enough to start.

If you can't safely remove private data, tell ED where the record lives rather than copying it out.

Sort the clue before changing anything.

These are common kinds of failure, not a diagnosis of your build. Use the message you can actually see.

CLUE IN THE RECORD	WHAT IT MAY MEAN	SAFE OWNER STEP
Access denied / needs sign-in	The job can't use a required account.	Name the account owner. Don't paste a key or use another person's login.
Limit reached / too many requests	The tool has a usage or timing limit.	Read the shown wait or reset time. Don't raise the cap.
Missing field / invalid input	The job lacks something it expects.	Identify the field in the source. Don't invent its value.
Folder / record not found	The target moved, was removed, or is the wrong one.	Confirm the approved target with its owner. Don't create a replacement by guesswork.
Timeout / connection lost	The reply didn't arrive in time. The action may still have happened.	Check the destination before considering a retry.
Source page / file changed	A required format or input changed.	Keep a safe example and send it to ED. Don't rewrite the agent on the fly.

A notice can be unrelated

A provider status page is a clue. A green page doesn't prove your account is healthy, and a red page doesn't prove every error has the same cause.

Don't chase every error

Start with the first failed step in this attempt. Don't reset all accounts, swap providers, or change multiple rules to see what sticks.

Clue I found and what the notice actually says

Owner who can resolve it

Next check or stated wait time



Can it run again without doing harm?

Answer these from the real records. If any answer is unknown, hold the run and ask ED or the job owner.

1	Is the first attempt still active? If yes or unknown, don't start a second one.
2	Did it already send, charge, or write? If yes or unknown, check the destination and the job's replay plan.
3	Is the cause actually cleared? A closed error box isn't proof. Confirm the missing input, access, or provider wait.
4	Does the handoff allow this retry? Use only the named safe retry path and the approvals it requires.

Known safe to repeat

Some jobs only read data or create a new private draft. They may be safe to repeat if the handoff says so and the first attempt is finished.

Some jobs are built to avoid duplicate actions. Ask ED to confirm that protection for this job; don't assume it.

Hold and ask

Money, external sends, live record updates, or unknown effects need the normal owner approval and a checked recovery plan.

You may need to resume from one step rather than start from the beginning. Don't choose that step by guesswork.

01	02	03
Unknown effect	Known duplicate risk	Cleared + approved
HOLD. Check existing results.	HOLD. ED plans recovery.	Use one controlled retry.

These are decision paths. The fact that a Retry button exists doesn't grant permission to use it.

Existing effect found, or "unknown"

Retry authority / approved method



One approved retry. Watch the result once.

Use this page only after page 5 clears the risk and the job owner approves the needed action. If not cleared, go to page 7.

Failed attempt reference

Cause cleared by / evidence

Approved retry or resume method

Owner approval / scope / time

01

Keep the original attempt

Save its reference and the safe evidence. Don't delete it before starting the approved recovery.

02

Use the exact cleared path

Retry the named item or resume the named step. Don't replay the whole queue or change inputs at the same time.

03

Read the new result

Wait for the tool's actual finished state. Check the expected output in its destination, not only the run status.

04

Stop if it fails again

Keep both references. Don't enter a loop of retries. Report the new failure and any new side effects to ED.

EXPECTED OUTCOME	WHERE TO CHECK	ACTUAL OUTCOME
Saved report / draft / record		
Send or charge status, if in scope		
No duplicate / held item resolved		

New attempt reference / finished time

Result: recovered, failed, or unknown

No live side effect was approved? Keep the retry in the approved safe area. Don't turn a test success into permission to run against real customers.



A green run isn't the final receipt.

Check the promised output and the old gap. Then stop, rather than running it once more for confidence.

Send a packet ED can act on.

Use your usual private support thread. Keep the failed work on hold if its effect is unknown. Don't scatter the evidence across new chats.

SUPPORT PACKET	YOUR RECORD
Company / project and job name	
Failed run reference / date / time zone	
Status and first failed step	
Short safe error excerpt	
Last output or side effect confirmed	
What is still unknown	
Notice, input, or recent change found	
Retry done? New reference and result	

EXAMPLE ONLY

"The weekly report job failed at Save report at 9:12 AM Central. The draft exists, but the target folder is missing. No send step is part of this job. We haven't retried. The folder owner is Lee. The private run record is in [approved location]. Please confirm the target before we retry."

What helps more than a long log

The first failed step, the real last result, the known impact, and who owns access. If you have a private screenshot, crop it to the error before sharing.

If the impact grows

Add one update in the same thread. Say what changed: more jobs failing, live data at risk, or an unexpected send. Use the agreed urgent route when needed.

State "unknown" when it is unknown.

An honest gap lets us check the record. A guessed "nothing was sent" can create a duplicate.

Close the run and the work it left behind.

A repaired job may still owe a report, a record, or a reply from the failure window. Give that gap a named owner.

Separate recovery from catch-up

Recovery means the job can do its work again. Catch-up means the missed item was handled, intentionally skipped, or assigned for later with a clear reason.

Check for an existing output before anyone recreates one. Keep one business record for the item, even if it has two run attempts.

Improve the right layer

A bad source field belongs with its source owner. A vague rule belongs in the loaded job file. A changed tool behavior needs ED. Don't put every failure into a giant standing rule.

HELD ITEM / ORIGINAL RUN	EXISTING OUTPUT CHECKED?	DISPOSITION / OWNER	CLOSED DATE

CAUSE	Keep only the confirmed cause Separate a proven missing input from a guess about the provider.
CHANGE	Name what fixed it Include the saved version or safe change reference.
PROOF	Link to the real result Keep the final output and retry reference together.

Job owner / next follow-up

Failed item closed, held, or skipped with approval

Don't hide the failure history: A clear old failure can help us prevent the next one. Keep it under your normal private record-retention rules.

Done means the missed work is accounted for.

"The next run worked" doesn't answer what happened to the one that failed.