

Resume or Relaunch Failed Workflow Instance?

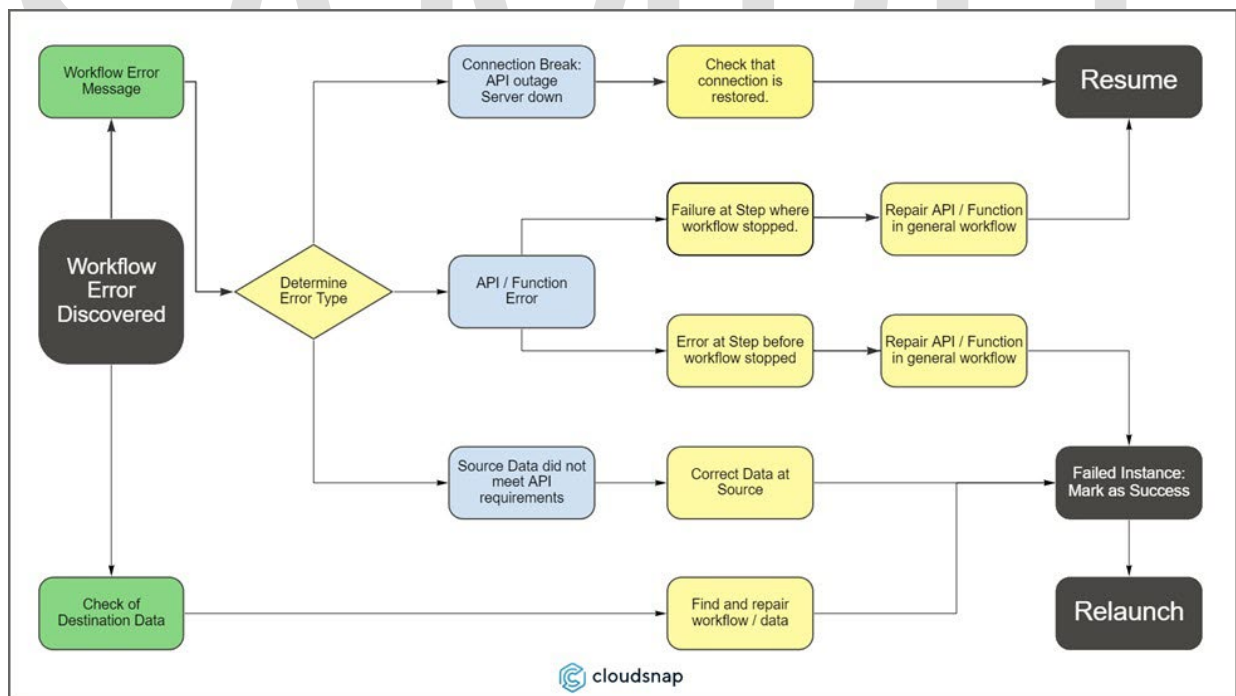
Choosing how to restart a workflow depends on whether the data posted to the destination is correct.

Discover workflow instance errors in one of two ways:

- Check data for accuracy and completeness at the destination.
- Set up automatic notifications about workflow instance failures from Cloudsnap.

Whenever a workflow instance fails, fully investigate the cause. If you find more than one error, repair each step before deciding how to rerun the workflow instance.

- **Resume** restarts the process at the step before the error occurred, without doing anything to the records that posted successfully. You cannot harm the results when you resume, but repair all errors before **Resuming**, or the workflow will fail again.
- **Relaunch** reruns the instance from the trigger, which can create duplicates of records that processed correctly before the error occurred. Relaunch only as a last measure.
- **Mark as Success** the failed workflow instance. This removes it from the failed list in the Workflow Log before you relaunch the corrected dataset and/or workflow.



Decision Process to Resume or Relaunch

Data Check

Scenario: Run a report from the destination database after the most recent workflow instance. Review finds that data is incorrect or incomplete. This scenario always requires a Relaunch.

- Search for the error(s) in the source data and the general workflow.
- Repair all discovered errors.

Mark as Success the workflow instance to remove from the failed list, then **Relaunch**.

Notification

Scenarios: Receive automated notifications of failed workflow instances via email or Daily Digest. Find the failure in the Workflow Log.

Types of Errors

Before deciding how to fix the workflow, determine the type of error:

- Connection Break
- API / Function Error
- Source Data incorrect or incomplete because it did not meet API requirements

Connection Break

Whenever an API Call drops due to a connection disruption, choose **Resume** when the connection has been restored.

API/Function Error

The resolution for this type of error depends on where the workflow failed.

If the workflow failed at the step where the error occurred, fix the API or function in the workflow, then **Resume**.

If the workflow failed at one or more steps after the actual error occurred, the workflow tried to process invalid data. For example, if a step expects to process dates in one type of format but an earlier step formatted them in another, the step fails because the dates are incorrect. Relaunching is necessary because the invalid data could be part of the input for other steps elsewhere in the workflow process. In this case, repair the API or function, then **Mark as Success** the failed workflow to remove it from the failed instance list and **Relaunch**.

Source Data Incorrect or Incomplete

The source data did not meet the API requirements, most often, data is missing or incorrect for invoices, purchase orders, or vendor codes. Correct the data at the source then **Mark as Success** the failed workflow instance to remove it from the failed instance list and **Relaunch**.