

Troubleshoot a failed integration

Locate the first failing boundary between two systems.

THE FINISHED RESULT

The failing boundary is identified and a retest produces the intended result once.

Before you start

Environment: Your existing website platform and integration tools

Access and plan: Authorized access to a test copy, site records and relevant accounts. Live restore, access changes and publication need owner approval.

Practice project: A staging copy of Harbor

Use a separate demo project and fictional information. Record the exact project and version you use. Keep passwords, verification codes and private customer information out of screenshots and notes.

Official walkthroughs

HighLevel: [Getting started with workflows](#)

Open the credited publisher walkthrough for current interface instructions and available screenshots, then return to the SETLY exercise. External courses remain with their publishers; this PDF does not reproduce their complete tutorial.

Your practice task

Finish one action at a time. Inspect the resulting screen or record before moving on. If a control differs, check the matching official instructions instead of guessing.

01 / Step 1

Write the expected event, source system, destination and observable output. Choose one labelled test record.

Check: record what changed and confirm you are still working in the intended demo project.

02 / Step 2

Inspect source execution, outbound request status and destination logs in order. Record the first place where observed behavior differs.

Check: record what changed and confirm you are still working in the intended demo project.

03 / Step 3

Check credentials, field mapping, rate limits and recent changes only where the evidence points. Keep secret values out of screenshots and notes.

Check: record what changed and confirm you are still working in the intended demo project.

04 / Step 4

Correct the diagnosed issue and replay a controlled test with duplicate protection. Verify the destination result before closing the incident.

Check: record what changed and confirm you are still working in the intended demo project.

Test, troubleshoot, repeat.

If something goes wrong

If a retry creates duplicate work, stop replaying and implement or verify a stable event identifier before continuing.

If your screen is different

Compare the product, editor, user permissions and selected account with the guide. Open the official reference for your version. Do not perform a live change whose effect you cannot verify.

Final verification

The failing boundary is identified and a retest produces the intended result once.

Repeat the task with one small variation. Record the test date, project/version, expected result, observed result and a non-sensitive evidence reference. Mark skipped checks as untested.

Your evidence record

Test date: _____ Project/version: _____

Observed result: _____

Evidence reference: _____

Remaining issue and next action: _____

Sources and guide status

Original exercise by Ray / SETLY. Credited technical references are linked on page one. Prepared 1 October 2026. SETLY screen recording and independent learner reproduction are not yet complete. No platform affiliation is implied.

[Open the online practice guide and editable checklist](#)