

05 · Error runbook

Verified live 2026-06-30. What to do when a Discord error channel lights up. Written for both Christian (run-the-business: which channel means what, what to click) and devs (the recovery internals). Cross-refs: integrations 04-integrations.md, flow catalog 03-flow-catalog.md, audit AUDIT-FINDINGS.md.

The two-layer error model

The system alerts on errors in **two layers** that work together:

1. **Passive global net** — **NIE_LIB_ErrorHandler**. Wired as the error workflow on n8n executions. Any **uncaught** node failure anywhere falls through to here and posts to **#technical-errors**. This is the safety net: if nothing more specific caught it, it lands here.
2. **Active typed router** — **NIE_LIB_DiscordError**. Called deliberately at known failure points (PDF fill, Tasa, Drive, delivery) and routes to a **specific** channel with context. This is the diagnosis layer: the channel itself tells you what broke.

Christian: think of #technical-errors as "something unexpected broke — a dev should look", and the named channels (#ex-18-errors, #tasa-790-error, etc.) as "this specific step failed — here's what to check." A named channel is more actionable; #technical-errors usually needs Node.

Channel → meaning → cause → action

Discord channel	What it means	Likely cause	What to do
#technical-errors	Any uncaught n8n node failure, or missing practice_id (W09)	Anything unhandled — schema drift, API down, bad payload	Open the n8n execution, read the error node, retry the execution; if it repeats, escalate to Node
#ex-18-errors	EX-18 PDF fill failed in W03	Template/field mapping issue or bad <i>anagrafici</i>	Check the Fase-2 data for that practice; effect: token reset + practice marked pdf_generation_failed. Re-mint the token if the customer must re-submit
#tasa-790-error	Tasa 790/012 generation failed in W03	Tasa endpoint/template issue	W03 falls back to a stub so the EX-18 still ships — the Tasa may be missing . Regenerate the Tasa manually / check the Tasa endpoint
#drive-errors	Drive share or upload failed (W03 / W05)	Drive quota or permissions	Check Drive quota/permissions. W05 attempts recovery automatically
#delivery-errors	Email bounce or WhatsApp failure after ≥2 correction attempts (W05)	Bad email/phone, persistent bounce	Contact the client by another channel ; verify the corrected contact details
#cliente-insoddisfatto	A client was flagged dissatisfied (W20)	Dissatisfaction score crossed threshold	Human follow-up . Note: review-gating may be intentionally blocking a review request for this client
#chargeback	A Stripe dispute opened (W10)	Customer disputed the charge	Gather evidence and respond in Stripe before the deadline

How recovery works automatically (devs)

The system is built to self-heal the common cases — do **not** rush to intervene before checking these:

- **Idempotency everywhere.** Every n8n webhook flow calls `NIE_LIB_Idempotency` first; `processed_events` is the ledger. A retried event does **not** double-process.
- **W05 delivery recovery.** Dedicated delivery-failure loop: up to **2 correction attempts**, then it escalates to `#delivery-errors`. Most transient bounces clear here without a human.
- **Token re-mint on contact correction.** When a contact is corrected, W05 re-mints the Fase-2 token so the customer can re-enter cleanly.
- **W03 Tasa stub fallback.** If Tasa generation fails, W03 substitutes a stub so the **EX-18 still ships** on time; only the Tasa is missing (flagged to `#tasa-790-error`).
- **Stripe webhook 500-on-retryable.** The Stripe webhook returns HTTP 500 on a retryable failure **before** non-idempotent side effects, so **Stripe retries** — orders are never silently dropped (see `04-integrations.md`).

What is NOT auto-handled — needs a human

Situation	Why it needs you	Reference
Tasa stub gap	The stub keeps EX-18 on time but leaves the Tasa missing — someone must regenerate it	<code>#tasa-790-error</code>
GDPR purge failure (W21)	W21 has no own error/idempotency handling and no retry — a failed Drive delete only surfaces via the global net	AUDIT-FINDINGS H8
Notion sync failure (W15)	W15 has no per-node error handling — a sync can fail quietly; reconcile against Supabase	AUDIT-FINDINGS H9
Anything in <code>#technical-errors</code>	By definition uncaught — read the execution, retry, escalate to Node if it repeats	—

Christian: if a channel is in the "needs a human" table, the system will **not** fix it on its own. Everything else, give it a few minutes first — it usually recovers.