

Manage Integration Issues

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This page explains how to review integration-related events, investigate issues, and record them as resolved in Atloria. Managing these issues helps you keep integrations authorized, monitored, and ready for reliable use.

Overview

Integration issues can occur when Atloria needs access to an external service, when an authorization needs attention, or when an event requires review. You can begin from **Settings** → **Integrations**, where you manage connected services and authorization.

Use the **Events** area to review integration activity and identify items that need action. When you have investigated an item and confirmed that no further work is needed, use **Resolve** to mark it for resolution.

Event processing may complete successfully with no errors, or it may complete with warnings. A successful completion does not always mean there is nothing to review: warnings can indicate that an event completed but needs follow-up.

 *Screenshot pending: The Settings → Integrations area, showing the controls used to manage integration access.*

Prerequisites

Before you begin, make sure you have:

- Access to the Atloria workspace where the integration is configured.
- Permission to open **Settings** → **Integrations**.
- The required credentials or account access for the external service, if you need to reauthorize it.

- Details about the event or issue you are investigating, such as the affected integration and the time the problem occurred.
- Confirmation from the integration owner before resolving an issue that affects a shared connection.

Step-by-Step Instructions

1. Open **Settings** → **Integrations**.

From the relevant Atloria area, select **Settings** → **Integrations**. If the issue directs you to integration management, select **Manage in Settings** to open the same area.

2. Review the integration's authorization state.

Look for an option such as **Authorize Atloria**. If this option is shown, Atloria needs permission to connect to the external service.

Select **Authorize Atloria** and complete the authorization steps provided by the connected service. Use the account that has permission to manage that integration.

3. Open **Events** to review integration activity.

Select **Events** to view the available integration event information. Use this area to identify events that completed with warnings or that need further investigation.

Focus your review on events associated with the integration you are managing. Compare the event timing and outcome with the issue reported by users or administrators.

 *Screenshot pending: The Events area used to review integration activity and identify events requiring attention.*

4. Investigate the issue before resolving it.

Confirm whether the integration has the required authorization and whether the reported action can now be completed. If an event completed with warnings, determine whether the warning affects the intended result.

Do not select **Resolve** simply because an event is no longer visible or because a connection appears authorized. Resolve an issue only after you have confirmed the underlying condition has been addressed.

5. Select **Resolve** when the issue is ready to close.

Open the issue or review item that you have investigated, then select **Resolve**.

This records that the item has been reviewed and no additional action is currently required.

If you still need information from the integration owner or need to repeat authorization, leave the item unresolved until that work is complete.

6. Confirm the integration remains usable.

After resolving the issue, return to **Settings** → **Integrations** as needed and verify that the integration still has the expected access. Review **Events** again if you need to confirm that later activity completes without errors or warnings.

Tips and Best Practices

- **Review warnings, not only failures.** An event can complete successfully while still producing warnings. Treat warnings as a prompt to verify the result rather than automatically closing the item.
- **Authorize with the correct account.** When you select **Authorize Atloria**, use an account that is permitted to access the intended external service and workspace. Authorization with the wrong account can create a connection that does not have the access your team expects.
- **Resolve only after verification.** The **Resolve** action is best used after you have confirmed the issue's cause and verified that the integration can perform the required action.
- **Use Settings for connection changes.** When an issue is related to access or authorization, use **Manage in Settings** or **Settings** → **Integrations** rather than treating the event record itself as the place to change connection permissions.
- **Keep ownership clear.** If another team owns the external service, provide them with the relevant event timing and observed warning or error before requesting access changes.

Related Pages

- [Manage Integrations](#)
- [Authorize Atloria for an Integration](#)
- [Review Integration Events](#)
- [Resolve Review Items](#)

- [Manage Screenshots](#)

Troubleshooting

You cannot access the integration settings

Problem: You cannot open **Settings** → **Integrations**, or you do not see **Manage in Settings**.

Cause: Your Atloria account may not have the required access to manage integrations, or the integration may be managed by another administrator.

Solution: Ask a workspace administrator to confirm your permissions. If another team owns the integration, ask that team to review the connection or grant the appropriate access before you continue.

The Authorize Atloria button is displayed

Problem: You see **Authorize Atloria** when reviewing an integration issue.

Cause: Atloria does not currently have the authorization required to use that external service, or previous authorization is no longer valid.

Solution: Select **Authorize Atloria** and complete the authorization process with an account that has the required service permissions. After authorization, return to **Events** and review later activity to confirm that the issue no longer occurs.

An event completed, but it has warnings

Problem: The event appears to have completed successfully, but warnings are reported.

Cause: The integration processed the event but encountered a condition that may affect the expected outcome.

Solution: Review the event context and verify the intended result in the connected service. Correct any authorization, configuration, or source-data issue that you identify. Select **Resolve** only after you have confirmed that the warning does not require further action or that the underlying issue has been corrected.