

# Resolve a failed automation run

Find the failed run, read its stored error, and repair configuration or integration without rerunning blindly.

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## Before you begin

- ✓ Open Workflows with the Manage automations permission.
- ✓ Repairing an external channel can also require the Manage integrations permission.

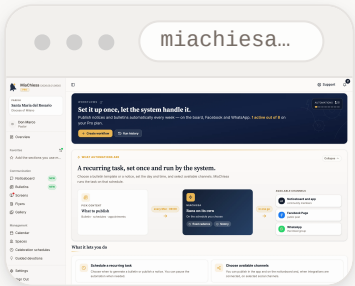
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## Recognise the problem

Open Workflows. To review counts workflows whose latest run failed; Recent runs shows the name, summary, and time of the newest runs.

An enabled workflow with a failed latest run can also produce a Da rivedere suggestion. An already disabled workflow does not produce that suggestion, but its failure remains in history.



**Fig. 1** To review identifies a failed latest outcome; no run action has been selected.

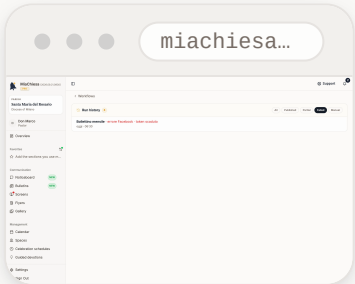
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## Isolate failed runs

Open Run history and select Failed. The row retains the workflow name, a channel derived from the message, and a short error summary. Row summaries currently remain Italian.

Selecting the row opens workflow detail. Filtering neither repairs nor repeats the run.



**Fig. 2** The filter shows Bollettino mensile with an Italian expired Facebook to token summary, without creating a run.

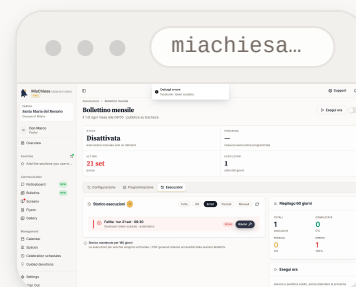
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## Read the full message

In detail, open Esecuzioni → Errori and choose Risolvi on the failed row: Dettagli errore shows the stored message.

Risolvi does not repair settings or connections and does not open a wizard.



**Fig. 3** Dettagli errore shows "facebook: token scaduto". The capture does not rerun the workflow.

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## Repair the indicated cause

For Facebook, WhatsApp or other destinations, open Settings → Integrations and check the service. Reconnect if requested; without permission, pass the message to someone who manages integrations.

For template, content or channel errors, correct the relevant Configurazione card. If the workflow is disabled, decide separately whether to re-enable it.

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## Verify without overwriting history

The failed run stays in history. Wait for the next schedule and check the new row and timestamp: a later success does not change the earlier outcome.

Use Esegui ora only when immediate publication is intended. It creates a new manual run, is not a connection test, and is never selected in this guide's captures.

## What you have achieved



You identified the channel or configuration associated with the failure.



The cause can be repaired without losing history or starting an unintended publication.