

## How to Fix a Broken Script

1. Optional: make a copy of the check for testing
2. Open the check dashboard and search for the affected time period
  - a. When did the check fail? Is there a pattern amongst other failed runs?
  - b. Does the check regularly fail on the same step, or intermittently?
  - c. Is this the first time the check has failed on this step?
  - d. Was the alert for a specific location or across locations?
  - e. In the check settings hit 'Test' and look at the screenshots
  - f. Look for clues in the steps preceding the failure
  - g. Compare the waterfall chart for a failed run to a waterfall for a successful run
3. In the check settings hit 'Test' and look at the screenshots
  - a. Look for clues in the steps preceding the failure
4. Compare the waterfall chart for a failed run to a waterfall for a successful run
  - a. Look for differences which may provide insight into the failure
5. Were recent changes made to the page or site that may have affected the check?
6. Open 'Inspect Element' in browser and replicate steps locally until you reach the page with the failed step
  - a. Select Command(/Control) + F and search for selector to confirm it's present on the corresponding page
7. If there are other selectors for the element, try them out and hit 'Test' in Rigor
  - a. This Scripting Guide is a great resource for setting up and troubleshooting Real Browser checks