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HOZ-142

Webhook retries silently fail when destination returns 410 Gone

In Progress · Urgent · Nizhoni Begay · bug · webhooks · customer-reported

Customers on the Ultra plan with outbound webhook subscriptions are not being notified when a destination endpoint returns `410 Gone`. Instead of disabling the subscription and surfacing an alert, the retry worker marks the delivery as `succeeded` after exhausting its backoff window.

Steps to reproduce

- Create a webhook subscription pointed at an endpoint you control
- Have the endpoint return `410 Gone` on every request
- Trigger an event that fires the webhook (e.g. `ticket.updated`)
- Watch the delivery in Settings → Webhooks → Logs

> Expected: subscription is auto-disabled after 3 consecutive 410s and the workspace owner gets an email. Actual: delivery log shows a green check after the 5th retry, no email is sent.

Suspected cause

The retry worker's `isTerminal()` check in `webhook-dispatcher.ts` only treats `404` and `5xx` as retryable-until-terminal; `410` falls through to the default branch which resolves the job as complete.

Impact

- 4 Ultra-plan workspaces confirmed affected as of Sep 8 (query in linked Notion doc)
- Webhook consumers silently stop receiving events with no signal to the customer
- Support has an open Zendesk ticket (ZD-8831) tied to this behavior

> Heads up: the fix changes the shape of the delivery-log status enum. Anyone building against `GET /v1/webhooks/:id/deliveries` should review `HOZ-150` before this ships.

Proposed fix

Add `410` to the terminal-failure status set, auto-disable the subscription after 3 consecutive terminal failures, and send the workspace owner a transactional email with a one-click re-enable link once the endpoint is fixed.

Sub-issues 5 of 7

- ✓ HOZ-146 ~~Reproduce with a mock 410 endpoint~~ KT
- ✓ HOZ-147 ~~Add 410 to terminal-failure status set~~ NB
- ◑ HOZ-148 Auto-disable subscription after 3 terminal failures NB
- ✓ HOZ-149 ~~Backfill alert email copy for disabled webhooks~~ SL
- ○ HOZ-150 Update delivery-log status enum + API docs DN
- ✓ HOZ-151 ~~Add delivery-log filter for terminal failures~~ DN
- ✓ HOZ-152 ~~Notify support of workspaces affected pre-fix~~ EY

Activity

KT **Kai Tsosie** created the issue Sep 3

🤖 **Nizhoni Begay** set priority to **Urgent** Sep 3

NB **Nizhoni Begay** changed status from **Backlog** to **In Progress** Sep 5

EY **Elan Yazzie** added label **customer-reported** Sep 6

DN **Dakota Nez** added sub-issue **HOZ-150** Sep 7

🔗 **Nizhoni Begay** linked pull request **hozo/api#2291** Sep 8

SL **Sokanon Little Thunder** attached the alert email copy in Notion Sep 9

KT **Kai Tsosie** Sep 4 at 11:02 AM
Confirmed this is affecting at least 4 Ultra workspaces based on the delivery logs query. Flagging that support has an open ticket referencing this too (ZD-8831).
👀 2

NB **Nizhoni Begay** Sep 8 at 3:41 PM
Root cause confirmed — `isTerminal()` was only checking for `404` and `5xx`. Fix + auto-disable logic is up in `hozo/api#2291`. Still need the alert email copy from Design before this ships.
🙌 3 ✅ 1

DN **Dakota Nez** Sep 9 at 9:14 AM
Heads up — changing the status enum on `GET /v1/webhooks/:id/deliveries` is technically breaking for anyone parsing the raw string. Opened HOZ-150 to update the docs and add a deprecation note before we ship.
👍 2

SL **Sokanon Little Thunder** Sep 9 at 1:27 PM
Alert email copy is done, linked in the panel. Kept it short and action-first — subject line leads with which webhook was disabled and why.
🎉 2

EY **Elan Yazzie** Sep 9 at 4:52 PM
Reached out to the 4 affected workspaces to give them a heads up ahead of the fix shipping. One of them (Cobalt Robotics) asked to be notified the moment it's live.

You Leave a comment…

Status	In Progress
Priority	Urgent
Assignee	Nizhoni Begay
Reporter	Kai Tsosie
Team	Platform

Labels
bug · webhooks · customer-reported

Project
Webhook Reliability Q3

Cycle
Cycle 14 — 3 days left

Links
PR fix: treat 410 as terminal deliv… Open
ZD ZD-8831 — webhooks not firing
N Alert email copy — Notion
SL #platform-incidents thread

Watchers
NB KT DN SL EY 5 watching

Details

Created	Sep 3, 2026
Updated	2 hours ago
Est.	3 points
Due	Sep 12, 2026