

Ao validarmos o funcionamento da api <https://api01-mulesoft-dev.brasiltecpa.com.br> em QAS para testarmos a publicação antes do deploy notamos um erro 500, independente do body fornecido, o que indica algum erro do lado Mulesoft ou Salesforce.

Requisição em ambiente de desenvolvimento que recebe retornou 500 ao mandarmos um id não válido de Ticket e o body apenas com a atualização do status.

Request:

```
curl --location --request PATCH 'https://api01-mulesoft-dev.brasiltecpa.com.br/btp-tmf-common/tmf-api/troubleTicket/v5/troubleTicket/0WOHZ000007Oz4p4AC123123123123' \  
--header 'Content-Type: application/json' \  
--header 'X-Authorization: Bearer {access_token}' \  
--data '{  
  "status": "Cancelado"  
}'
```

Response:

```
{  
  "success": false,  
  "status": 500,  
  "error": {  
    "code": "HUB_UPDATE_ERROR",  
    "service": "Hub",  
    "details": "HTTP PATCH on resource  
'https://hub-integrat-qas.brasiltecpa.com.br:443/common/tmf-api/troubleTicket/v5/troubleTicket/  
0WOHZ000007Oz4p4AC123123123123' failed: internal server error (500)."  
  },  
  "rawResponseIntegration": {  
    "success": false,  
    "status": 500,  
    "error": {  
      "code": "SALESFORCE_PATCH_ERROR",  
      "service": "Salesforce",  
      "details": {  
        "status": 500,  
        "message": "Something went wrong during the request: Internal Server Error 500",  
        "raw_detail": {  
          "code": 500,  
          "message": "Something went wrong during the request: Internal Server Error 500",  
          "description": null,  
          "details": {  
            "compositeProperties": {  
              "mode": "operations",  
              "objectName": "IntegrationLog__c",  
              "keyField": ""  
            },  
            "allOrNone": true,  
            "compositeRequest": [  
              {
```



```
curl --request PATCH \  
  --url https://api01-mulesoft-prd.brasiltecpa.com.br/btp-tmf-common/tmf-api/troubleTicket/v5/  
troubleTicket/0WOHZ000007fG3B4AU \  
  --header 'Authorization: Bearer {access_token} \  
  --header 'Content-Type: application/json' \  
  --data '{  
    "status": "Cancelado"  
  }'  
'
```

Response:

```
{  
  "success": false,  
  "status": 404,  
  "error": {  
    "code": "HUB_UPDATE_ERROR",  
    "service": "Hub",  
    "details": "HTTP PATCH on resource  
'https://hub-integrat-prd.brasiltecpa.com.br:443/common/tmf-api/troubleTicket/v5/troubleTicket/  
0WOHZ000007fG3B4AU' failed: not found (404)."  
  },  
  "rawResponseIntegration": {  
    "success": false,  
    "status": 404,  
    "error": {  
      "code": "SALESFORCE_PATCH_ERROR",  
      "service": "Salesforce",  
      "details": {  
        "status": 404,  
        "message": "[WorkOrder | INVALID_CROSS_REFERENCE_KEY] invalid cross reference  
id",  
        "errors": [  
          {  
            "source": "WorkOrder",  
            "errorCode": "INVALID_CROSS_REFERENCE_KEY",  
            "message": "invalid cross reference id"  
          }  
        ]  
      }  
    }  
  },  
  "timestamp": "2026-05-16T01:38:46Z",  
  "path": "/common/tmf-api/troubleTicket/v5/troubleTicket/0WOHZ000007fG3B4AU"  
}
```