

# Incident 11 Mar. 2021: Delay on automatic order status transition

Availability: **Sales not impacted, order status transition from the status Window to Cancellation were delayed**

% of users affected: **All stores**

Duration of incident: **253 minutes**

## Symptom

From 13:30 to 17h43 UTC, we have experienced automatic transition delays in orders that were in the status Window to Cancellation. Although the transition itself could be made using the Admin UI or the transition API (available to all our clients), and the action itself was functioning correctly, most of our clients rely on the automatic transition that the system provides, and, as it was experiencing problems, they experienced delays.

## Summary

We have received a huge inflow of automatic transition events. Since the Window to Cancellation status is a status that relies on automatic status transition, our clients experienced the delay.

## Timeline

**[2021-03-11 13:30 UTC]** We were notified by our monitoring systems that there was a slight delay on some scheduled events and we monitored it. This slight delay was not affecting the indexing order system nor sales, and had a minor effect on the automatic order transition.

**[2021-03-11 15:15 UTC]** We have received reports of some of our clients that they were experiencing delays on orders with the status Window to Cancellation. We found out that there was a huge influx of automatic transition events on our event system and studied ways to mitigate the problem.

**[2021-03-11 15:16 UTC]** We started to scale up our systems to process these events and continued to investigate and look for ways to mitigate it.

**[2021-03-11 15:45 UTC]** We started adapting our mitigation strategy system to be able to automatically transition the orders that were delayed in the status Window to Cancellation.

**[2021-03-11 17:10 UTC]** Our mitigation strategy system was ready to be deployed and it would move the delayed orders that were on the status Window to Cancellation to the next valid step.

**[2021-03-11 17:13 UTC]** We deployed our solution and the execution itself was quick and successful. We notified our clients that we had mitigated the problem.

**[2021-03-11 17:14 UTC]** We continued to monitor the orders that were delayed and also our event system.

**[2021-03-11 17:43 UTC]** We closed the incident.

## Mitigation Strategy

We have mitigated the problem by using our mitigation strategy system to mass move the orders, making the orders normally continue their flow. Throughout all this incident, the clients would be able to manually move the orders, and were instructed to do so to help them mitigate the problem.

## Follow up

In order to have a faster response, new tests and Alarms were deployed.

Our mitigation strategy system is now ready to be activated in any scenarios like this.

We are already migrating all scheduled events to a new event system that can better work on high workloads. The automatic transition event is one of the last events that we are moving out of and it is scheduled to be phased out soon.