Incident April 21, 2021: Orders not listed on OMS

Availability: **Sales operations**

% of clients affected: **less than 20%**

Duration of incident: **9 hours and 30 minutes**

Symptom

From 06h54 to 15h30 UTC, some stores that tried to fetch orders using OMS UI admin or the OMS List API could not receive updated data for most of their recent orders. Even though these systems were affected, the Feed and Broadcast services were working correctly and continued with their order flow normally.

Summary

At 06h54 UTC, our alarms notified us of a delay in orders that were shown in our OMS UI. At that time, stores were still receiving newly created orders, but the Listing service for some accounts was not working properly.

At 10h55 UTC, we identified the problem root cause as one of our indexing clusters which was malfunctioning, causing our indexing process to stop.

We migrated the affected clients away from the failing indexing cluster while we fixed the issue.

We closed the issue after fixing the malfunctioning indexing cluster.

Timeline

[2021-04-21 06:54 UTC] - Start of the incident, as orders were not shown to a percentage of our clients due to the above mentioned issue.

[2021-04-21 10:55 UTC] - We uncovered that one of our Indexing Systems had an operational issue and was impacting the order indexing for a percentage of our clients. We began to apply mitigation actions to clients affected by the problem, and new orders were shown in the list.

[2021-04-21 11:59 UTC] - We were able to migrate the accounts that notified us of the issue and restored their operations.

[2021-04-21 15:22 UTC] - We fixed that issue that was causing our Indexing System to malfunction.

[2021-04-21 16:25 UTC] - Incident was closed.

Mitigation Strategy

We have migrated clients away from the malfunctioning Indexing System to one that works and resumed their operations.

Follow-up actions: preventing future failures

To be the trusted partner to your success, our team is planning to execute the following prevention actions: improving the precision of our health checks that verify our indexing status to guarantee that this type of incident does not happen again. We are migrating all stores that are indexed on this cluster to a new structure, more resilient and up-to-date. We are committed to ensuring a reliable and trusted experience.