

Incident 27 Apr. 2021: Elevated error rate on CDN

Availability: **Stores unavailable**

% of stores affected: **40% of stores running with VTEX Portal – our former CMS and storefront rendering services**

Duration of incident: **1 hour and 2 minutes**

Symptom

From 13h52 to 14h45 and from 14h52 to 15h01 UTC, customers that tried to shop on stores running with the VTEX Portal – our former CMS and storefront service – would receive an error.

From 14h52 to 15h01 UTC, some stores running on VTEX IO were also affected.

Summary

At 13h52 UTC, we identified an increased error rate in our edge services responsible for rendering all pages. Because of that, buyers trying to navigate through the stores were seeing errors.

Upon investigation, we discovered the source of the errors to be one of our CDN solutions. In order to mitigate the problem, stores were migrated to our fallback CDN. This action guaranteed that some stores had a diminished downtime.

Our team is working on follow-up actions to make sure that this incident does not happen again.

Timeline

[2021-04-27 13:52 UTC] Errors increased rapidly in our CDN.

[2021-04-27 13:58 UTC] We were alerted of a sharp decrease in sales.

[2021-04-27 14:01 UTC] We identified the error rates in one of our CDN solutions and applied mitigation actions, consisting of migrating stores to a fallback CDN and scaling up our internal services.

[2021-04-27 14:45 UTC] The error rate temporarily went back to normal.

[2021-04-27 14:52 UTC] Errors increased again, however not nearly as much as the first wave.

[2021-04-27 15:01 UTC] Normal operations were reestablished.

Mitigation strategy

We migrated stores from the faulty CDN to a fallback network. Because this action could result in increased traffic, some of our services were scaled up to ensure a smooth return to normal operations.

In parallel, we reverted any changes made to our CDNs in order to reestablish the service.

Follow-up actions: preventing future failures

As follow-up actions to this incident, we will work on improving the performance of our provisioning and migration processes in order to move stores faster between CDNs.

Our team is currently focused on determining the root cause of this incident and its ramifications in order to devise further follow-up actions. We will update this report as soon as we have more details.