

Incident May 10, 2021: Order processing delays

Availability: **Sales were not impacted, there was a delay in transitioning to the "order-created" status, in addition to a delay with the order indexing process**

% of users affected: **All stores**

Duration of incident: **33 minutes**

Symptom

From 19h21 to 19h54 UTC, the platform experienced delays with orders after their creation. The other status was not affected, but the platform ran into a small delay when indexing orders.

Summary

The status module environment had a memory issue that required manual intervention. During the emergency maneuver, an operational error occurred, which degraded the performance of the workflow system, resulting in a delay to recently created orders appearing in the search.

After the unsuccessful procedure, the on-call team started to look for evidence of degradation until they reached the failed module.

The module was recovered as soon as possible. The full recovery was delayed by a few minutes while the delayed data was reprocessed.

Timeline

[2021-05-10 19:21 UTC] The Workflow module was affected by a lack of memory and was manually handled without success.

[2021-05-10 19:28 UTC] The on-call team was notified by our monitoring systems about delays with the order creation process, and we began to investigate.

[2021-05-10 19:32 UTC] We linked the procedure to the degraded performance and started to recover the module.

[2021-03-10 19:44 UTC] All affected systems were restored, the order creation process went back to normal, being fully operational again. All affected orders started to be processed, resulting in a surge of information processed by our indexing system.

[2021-03-10 19:54 UTC] Our indexing system processed all pending information.

[2021-03-10 19:54 UTC] We closed the incident.

Mitigation strategy

Overscaling the current module and generating a secondary environment to split the traffic with the intention of executing all detained data faster.

While the system was scaling up, the team was already preparing a recovery process for all orders affected by the incident.

Follow-up actions

Review and automate operational procedures.

Add more visibility to memory issues.

Make the degraded alert system more sensitive to when the system is down.