Incident May 31, 2021: Errors on VTEX IO Edge layer

Availability: **Stores unavailable**

% of clients affected: **98% of stores on VTEX IO**

Duration of incident: **35 minutes**

Symptom

Between 00h26 and 01h01 UTC, customers that accessed VTEX IO stores would receive errors during website navigation, which effectively prevented them from placing orders.

Summary

One of the edge systems responsible for proxying and caching requests failed to communicate with VTEX IO's back-end servers. It returned errors and increased the overall latency for end-users.

The communication failure happened because automatic IP address changes at both the default and the fallback VTEX IO endpoints happened simultaneously. Our self-healing mechanisms were not prepared to recover from both changes at once, requiring manual intervention.

To be the trusted partner to your success, our team is working on follow-up actions to ensure that this incident does not happen again and that we identify and recover from

future incidents faster. We are committed to improving our systems to guarantee a reliable and trusted experience.

Timeline

[2021-05-31 00:26 UTC] The connectivity between the edge layer and VTEX IO back-end servers was lost.

[2021-05-31 00:29 UTC] Our monitoring systems warned of increased error rates in stores using the VTEX IO Platform. Our team was notified and started investigating.

[2021-05-31 00:46 UTC] We identified the error's root cause and started the mitigation strategy.

[2021-05-31 00:52 UTC] The connectivity error was fixed, and the error rate started gradually decreasing.

[2021-05-31 01:01 UTC] Normal operations were fully reestablished.

Mitigation Strategy

We manually reloaded our system configuration, which allowed the system to load the new VTEX IO addresses.

Follow-up actions: preventing future failures

We will improve our alarms to detect the degradation of the communication between the edge layer and VTEX IO back-end servers faster. We will also implement self-healing when IP addresses simultaneously change, ensuring that our proxy can handle future changes in both VTEX IO endpoint addresses.