

Incident June 22, 2021: Intelligent Search - Search API partially out of service

Availability: **Search and category pages were returning empty for affected stores**

Clients affected: **All Intelligent Search stores that had no Relevance Settings configured**

Duration of incident: **36 minutes**

Symptom

From 19h11 to 19h47 UTC, the Intelligent Search search API was out of service for several clients.

Summary

At 19:06 UTC, we started rolling a script to improve the search for clients that did not have relevance settings previously configured.

Due to a faulty setting in the script, the affected stores started returning empty search and category pages and we started receiving warnings from our alert system. Realizing the problem was in the script, we started rolling back the settings and cleaning the configuration cache for the stores.

Timeline

[2021-06-22 19:06 UTC] We rolled the script to update relevance settings for stores with no configurations.

[2021-06-22 19:11 UTC] We received warnings for some stores.

[2021-06-17 19:14 UTC] We started rolling back the settings back and cleaning the affected stores configuration cache.

[2021-06-17 19:47 UTC] All stores were back to normal operation.

Mitigation Strategy

We rolled back the faulty settings and cleaned the caches for the affected stores.

Follow up Actions: preventing future failures

As follow-up actions to this incident, we will use a strategy to deploy major changes in pair teams in order to have a second opinion for the changes and when testing. Also, we will run our end-to-end tests cleaning the cache after running a configuration update and implement a simpler way to clean the cache configuration.