

Incident July 7, 2021: Orders canceled

Availability: **not affected (100% availability)**

% of clients affected: **639 accounts**

Duration of incident: **73 minutes**

Symptom

From 14h19 to 15h32 UTC, customers noticed that new orders were automatically canceled without an apparent reason.

Summary

We received client reports about orders being canceled without any apparent reason or action by the client. Our logs revealed that some of the new orders were automatically canceled as soon as payment for these was approved.

An IO app was responsible for canceling these orders. This app should not have been installed in the affected client accounts and was installed by an indirect dependency of another app installed in all the impacted stores. We rolled back the version that included this dependency, and the problematic app was removed from all the affected client accounts, resolving the issue. The cancellation, however, cannot be undone. Canceled order transactions are refunded the moment the order is canceled.

Timeline

[2021-07-07 14:18 UTC] The app vtex.admin-apps@3.24.0 was deployed.

[2021-07-07 14:19 UTC] The first order was canceled by the described issue.

[2021-07-07 14:49 UTC] The app vtex.admin-apps@3.24.0 was deprecated.

[2021-07-07 15:09 UTC] We received an escalation message about orders being canceled.

[2021-07-07 15:32 UTC] The last order was canceled by the described issue, and normal operations were fully reestablished.

Mitigation Strategy

We rolled back the version as soon as we noticed that the released app caused problems to the admin. This action triggered the gradual removal of the app from the affected accounts. Even though this rollback was done for a different reason, it successfully mitigated the problem in all the affected accounts.

Follow-up actions: preventing future failures

We'll ensure that the app that canceled orders will not be installed in any unplanned account, either directly or indirectly, by a dependency. In addition, we'll work to better monitor apps that are canceling orders in order to quickly identify the app that performed that action directly in the OMS UI.