

Incident Jul. 12, 2021: Partial Checkout outage

Availability: **Sales reduced by about 50%**

% of clients affected: **All stores**

Duration of incident: **13 minutes**

Symptoms

From 12h16 to 12h29 UTC, some end customers were not able to buy on VTEX stores.

Summary

At 12h16 UTC, we identified an increase in 503 errors on our platform. One of our hosts became unhealthy, and requests sent to it started being canceled.

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

[2021-07-12 12:16 UTC] Our monitoring systems warned us of decreasing sales.

[2021-07-12 12:18 UTC] We scaled our systems up to relieve the load.

[2021-07-12 12:29 UTC] Normal operations were fully reestablished.

Mitigation strategy

We scaled our system up, resulting in the load on each host being relieved. We then searched for the unhealthy host and terminated its execution.

Follow-up actions: preventing future failures

We will improve our alarm system to make it easier to detect unhealthy hosts. We will also develop a strategy to avoid sending user requests to hosts that started to cancel them.