

# Incident Jul 20, 2021: DNS resolution errors on some locations

Availability: **Partial Outage**

End customers affected: **Customers near southern Brazillian regions, including Argentina, Uruguay, and other countries. Approximately 40% of total requests impacted**

Duration of incident: **26 minutes**

## Symptom

Customers based near southern Brazillian regions were not able to access the stores, depending on their internet provider.

## Summary

We noticed DNS resolution failures for some internet providers based near southern Brazillian. This failure was caused by an issue in edge servers located in São Paulo from our CDN provider.

## Timeline

**[2021-07-20 16:29 UTC]** Our monitoring systems warned us about degraded sessions. Our team started to investigate the issue.

**[2021-07-20 16:35 UTC]** We detected the failure of DNS resolutions for some regions and some internet providers.

**[2021-07-20 16:44 UTC]** Upon further investigation, we concluded that the failure of DNS resolutions was caused by errors in edge servers located in São Paulo. End customers that were using these edge servers were, therefore, affected.

**[2021-07-20 16:45 UTC]** We started applying mitigation strategies and the stores started going back to normal gradually.

**[2021-07-20 16:52 UTC]** Stores were back to normal behavior for all clients.

## Mitigation Strategy

We migrated some domains to a different CDN provider while the current provider rerouted the traffic from São Paulo to another edge server.

## Follow-up actions: Preventing future failures

To avoid similar incidents in the future, our team will adapt our anomaly detection to create alarms for sessions degraded by region. We're also still working on an improved provisioner that will transfer stores between our CDN providers faster.