

# Incident Oct. 09, 2021: Decreased orders

Availability: **Sales down**

% of stores affected: **100%**

Duration of incident: **36 minutes**

## Symptoms

From 14h57 to 15h34 UTC, customers that tried to use VTEX stores were not able to add products to cart and/or complete purchases.

## Summary

We had an increase in errors from the Logistics service communicating with the module responsible for storing information on product inventory. This was later identified as an issue with configuration files. We acted to revert this configuration, which then restored the normal state of operations for all systems.

## Timeline

**[2021-10-09 14:57 UTC]** Our alarms warned us of anomalous behavior with requests and orders.

**[2021-10-09 14:58 UTC]** We identified that the drop in orders was related to failures in our Logistics service and started applying mitigation actions.

**[2021-10-09 15:25 UTC]** We reverted the configuration and systems started to gradually return to their normal behavior.

**[2021-10-09 15:34 UTC]** Normal operations were fully reestablished.

## Mitigation strategy

We worked on reverting the incorrect configuration and ensuring that our systems were able to handle the load once services were restored.

## Follow-up actions: preventing future failures

As follow-up to this incident, we will work on making our Logistics configurations more resilient, with added checks before rolling out, better observability of the current configuration, and having faster configuration rollbacks.