

Incident Nov. 20, 2021: Shipping unavailability triggered Sales outage

Availability: **90% reduced sales.**

% of stores affected: **100%.**

Duration of incident: **49 minutes.**

Symptoms

From 14h32 to 15h21 UTC, due to shipping rates calculation issues, customers were not able to fulfil their orders.

Summary

At 14h32 UTC, our monitoring systems identified an unexpected increase in shipping rates calculation errors during the checkout process on our platform.

Our autoscaling system reacted more slowly than usual, causing downtime in our Shipping system. This problem was amplified by a [fan-out](#) within our systems that was higher than expected, and a higher rate of cache misses, both of which were set for further investigation.

Timeline

[2021-11-20 14:32 UTC] Our monitoring systems identified an unexpected decrease in the number of orders on the platform.

[2021-11-20 14:36 UTC] We traced it to an issue related to our Shipping system and started mitigation actions.

[2021-11-20 15:10 UTC] We tuned the throttling threshold of our systems.

[2021-11-20 15:21 UTC] Normal operations were fully reestablished.

Mitigation strategy

We decreased our throttling threshold to some of our systems allowing downstream ones to recover. Gradually, our services started returning fewer errors. For some accounts, manual intervention was necessary to accelerate their recovery.

Follow-up actions: preventing future failures

As a follow-up to this incident, we will work on improving our throttling/circuit breaking strategy whenever we detect the degradation of Shipping service proactively, and improving our observability tools to detect anomalous traffic faster.