

Incident Jan. 27, 2022: Catalog API outage

Availability: **Degraded service**

% of stores affected: **100%**

Duration of incident: **99 minutes, plus 130 minutes of indexing delay**

Symptoms

From 10h18 to 11h57 UTC, the outage caused a slowdown in the indexation and problems in the user login flow in the client's website and loading non-cached pages.

Summary

At 10h18 UTC, the catalog service started showing an increased number of errors. The unexpected behavior of a new version of the catalog service caused the errors. After a successful rollback at 11h56 UTC, the normal operations were fully reestablished at 11h57 UTC. The normal indexing delay was normalized at 14h07 UTC.

Timeline

[2022-01-27 10:18] Our catalog service started receiving bad requests from an internal configuration API.

[2022-01-27 10:23] Our monitoring systems warned us of increasing errors in our catalog API. We started investigating.

[2022-01-27 11:13] We identified that the invalid key was wrongly cached due to our new catalog API release. We started rolling back the version of our catalog system.

[2022-01-27 11:56] We finished rolling back the version of our catalog system.

[2022-01-27 11:57] Normal catalog operations were fully reestablished.

[2022-01-27 14:07] The indexing delay was within normal bounds.

Mitigation strategy

We started by trying to understand what was causing the bad requests our catalog service received from the internal configuration API. After identifying that the root cause was a wrongly cached invalid authentication key, we deleted this key from the cache and started rolling back our catalog API.

Follow-up actions: preventing future failures

As a follow-up to this incident, we will improve our catalog alarms and metrics to avoid or identify and solve any issue sooner.