

Incident Mar. 31, 2022: Seller service partial outage

Availability: **Partial Outage**

% of clients affected: **100%**

Duration of incident: **4 hours and 30 minutes**

Errata

The previous Incident Report was published with the wrong timezone. All times were reviewed and fixed to use UTC.

Symptoms

From 12h40 to 17h10 UTC, we noticed some internal modules taking too long to load or with some inconsistencies. We also noticed that the number of sales was anomaly decreasing.

Summary

At 13h00 UTC, we noticed some errors from our seller service caused by insufficient resources on the database. Some internal modules were not operating well, and at 13h23 UTC, we received a report from the product's technical analysts.

We started investigating right away, trying to understand why the database was not supporting the number of requests. At 14h59 UTC, we scaled the database to handle more requests, but this strategy didn't seem effective. Throughout the investigation, we had

engineers investigating the costs of all requests to the database, trying to find improvement points.

At 16h35 UTC, we decided to use a backup database, removing requests from the original one, saving its resources for some cheaper operations. This change was completed at 17h10 UTC.

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 quickly identify and recover from future incidents. We are committed to improving our systems to guarantee a reliable and trusted experience.

Timeline

[2022-03-31 13:00 UTC] The seller register health check monitoring began alerting us.

[2022-03-31 13:18 UTC] We identified that errors started to affect sales. The health check monitor for sales began to alert us as well.

[2022-03-31 16:24 UTC] After investigating, the team the database to one kept as a backup.

[2022-03-31 17:10 UTC] Normal operations were fully reestablished.

Mitigation strategy

As a fallback strategy, we keep backup storage that can be used in crises. We switched storage to the backup, removing the charge from the original database, making it stable again by restoring its resources.

Follow-up actions: preventing future failures

As a follow-up to this incident, we will work on improving the seller services' performance by improving queries on the database and reviewing its resources, in addition to adding alarms so we can detect problems proactively.