

Incident Apr. 03, 2022: Checkout instability due to unusually high volume of requests

Availability: **Sales partially degraded**

% of clients affected: **100%**

Duration of incident: **18 minutes**

Symptoms

From 11h00 to 11h18 UTC, sales were partially degraded, and customers may have received an error when navigating through Checkout.

Summary

At 11h00 UTC, we identified an unusual volume of requests to our Checkout module that generated instability to the platform while our autoscaling infrastructure readjusted.

Timeline

[2022-04-03 11:00 UTC] The Checkout module started receiving a very high number of requests.

[2022-04-03 11:02 UTC] Our monitoring systems detected the anomaly and alerted our engineering team.

[2022-04-03 11:08 UTC] Our team analyzed the situation and scaled up the Checkout module.

[2022-04-03 11:18 UTC] Normal operations were fully reestablished.

Mitigation strategy

We scaled up the Checkout module to improve the system's overall response time. Gradually, our services started returning fewer errors.

Follow-up actions: preventing future failures

As a follow-up to this incident, we will work on improving our rate limiting for specific accounts and review the pace of our autoscaling infrastructure to avoid similar events.