

Incident Jan. 05, 2022: Errors on search pages

Availability: **Some searches and products were unavailable.**

% of stores affected: **7.8%**

Duration of incident: **74 minutes, plus 67 minutes of the inactive indexing process**

Symptoms

From 17h29 to 18h49 UTC, shoppers who tried to use some VTEX stores might have had issues searching for products. During the incident, products of these stores that were **not cached** wouldn't be properly displayed on searches, leading to missing components on pages or a "Something Went Wrong" error message.

Summary

At 17h29 UTC, elevated errors in a subset of our indexing system to serve search results were identified. Then, at 17h37, our 24x7 on-call team scaled up our failover system and later redirected traffic to it. Finally, at 18h43, the traffic migration was concluded, and at 19h50, after the full recovery of the degraded cluster, the indexing process was reactivated.

Timeline

[2022-01-05 17:29] Our monitoring systems notified us of elevated errors on one of the catalog search engine services.

[2022-01-05 17:33] We stopped the indexing process to avoid higher loads.

[2022-01-05 17:37] We scaled up the failover cluster so it could handle the load.

[2022-01-05 17:54] We started migrating traffic from the affected cluster to the failover one.

[2022-01-05 18:43] We finished traffic migration to the failover cluster. The search was now fully operational, but the indexing process was still turned off.

[2022-01-05 19:50] The catalog search engine affected cluster was fixed, and the indexing process was reactivated.

Mitigation strategy

We started our failover cluster for the affected subset of our indexing system. Then, after the failover cluster was ready, we gradually migrated the traffic from the affected cluster to the new one. Lastly, we had to recover the affected cluster before enabling indexing again.

Follow-up actions: preventing future failures

As follow-up actions to this incident, we will work towards improving our monitoring alerts to speed up the identification process for this module. Additionally, we will improve our catalog platform overall settings to increase resilience and reduce the impact of incidents.